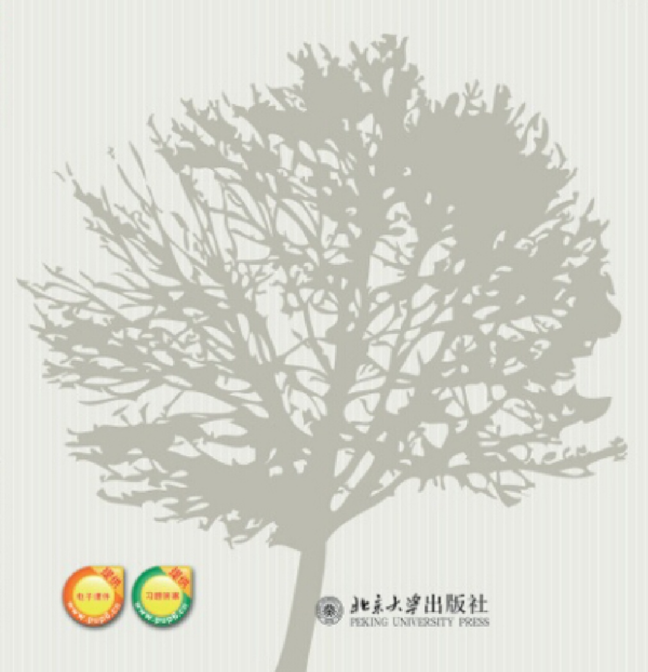
21世纪全国高职高专旅游系列规划教材
酒店管理专业系列

现代酒店实用英语教程

主 编 张晓辉



21 世纪全国高职高专旅游系列规划教材

现代酒店实用英语教程

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内 容 简 介

本书是根据酒店行业相关岗位群的实际工作需要，以提高酒店从业人员的英语语言交际能力为出发点进行构思、设计和编写的。本书形式新颖、选材独到、内容丰富、语言规范、针对性强，对高职高专院校酒店管理专业学生语言交际能力的强化训练有一定的实用价值。

全书共设 4 个专题、20 个单元，每个单元包括单元要点、酒店情景对话训练、拓展阅读、综合练习和酒店实用写作 5 个模块，内容涉及酒店工作的方方面面。

本书可作为高职高专院校酒店管理专业的教材，也可作为酒店从业人员的业务培训教材和参考读物。

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前　　言

本书内容紧贴酒店工作岗位的工作实际，根据酒店对高职院校培养的酒店人的需求特点而编写，具有较强的实用性。本书以酒店英语职业技能发展为中心，将英语语言习得与岗位服务功能及应用文写作结合，将岗位不同的英语服务技能构成若干实训单元，将不同的岗位服务功能构成若干酒店英语服务单元。通过这些单元的综合实践，可提高酒店专业学生的职业技能。

全书共 4 个专题，分 20 个单元进行介绍，每个单元均按照以下模块展开：

第一模块是本单元的教学、学习和考核要点，教师要围绕要点组织教学内容、开展课上教学活动，引导学生在学习和备考过程中把握要点，做到学有方向、考有目标，实现教、学、考和用相结合。

第二模块是酒店情景对话训练，所涉及酒店专业用语和句式多为酒店行业常用语，在活学活用的基础上，引导学生总结工作流程，达到举一反三的目的，发现并掌握对话中的“术语”和“句式”。

第三模块是拓展阅读，介绍与本行业相关的背景知识，教师在引导学生熟读并了解短文基本内容的基础上，提炼出若干要点，便于学生了解、掌握及应用技能要点。

第四模块是综合练习，练习设置由浅入深，以此巩固重要语言点和知识点，教师可根据具体情况引导学生在课上集体或课下单独完成此练习。

第五模块是酒店实用写作，包括与酒店工作相关的文件、信函和自我介绍等，旨在帮助学生拓展知识面并能准确地阐述自己的观点和看法。

本书由张晓辉任主编，宋莉莹、安宁任副主编，最后由张晓辉负责全书统稿。

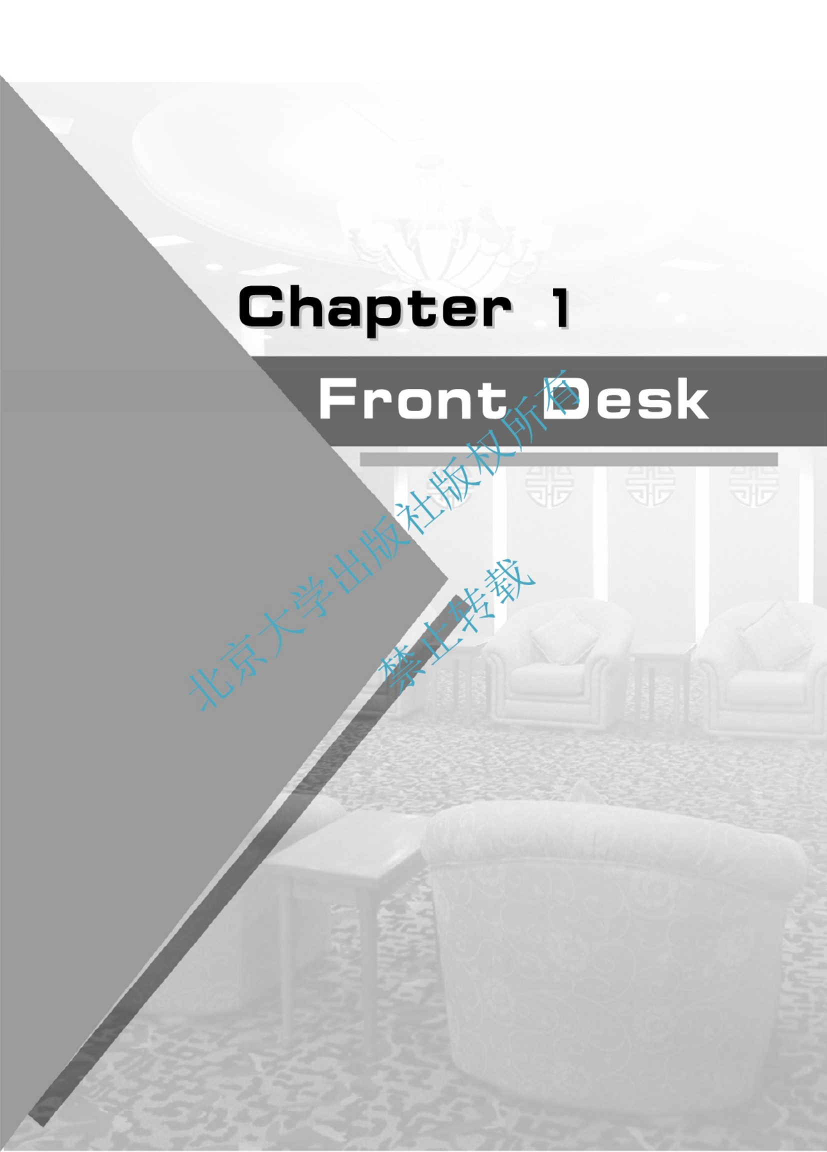
本书在编写过程中，得到了有关酒店和同行的支持与帮助，在此一并表示衷心的感谢！

由于编者水平有限，编写时间仓促，书中疏漏之处在所难免，恳请广大读者不吝指正。

编　者

2014 年 11 月

目　　录



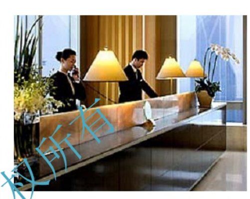
Chapter 1

Front Desk

Unit 1　Room Reservations

Key Points Teaching, Learning & Assessment

☞Subject Description



房间预订是入住酒店必备的一环，预订咨询可能来自多种渠道，如打电话、写信、发传真、发电子邮件、发微信或使用在线 QQ 等。受理预订需要高超的交际能力：既有书面上的，也有口头上的；既有面对面的，也有通过电话的。此时，工作人员还需要向客人介绍酒店的基本设施、具体位置及房价等。因此，作为一名酒店的前台服务人员必须对这些内容了如指掌。

☞Teaching Objectives

After learning this unit, you will grasp:

1. The service procedure to room reservation for guests, including telephone reservation, written reservation (such as email). 为客人预定的服务流程，包括电话预定、书面预定（例如电子邮件）。

2. How to ask detail information to the guests, and give some useful suggestions to the guests according to their requests and make the confirmation for the reservation. 学会对细节询问，并学会根据客人的需求提出可供选择的建议，以及向客人确认预订信息。

3. Have ability to communicate with guests by related sentence pattern about checking in skillfully. 能够熟练运用有关接待投宿的语句和客人交流。

★ Key Points in the Unit

Seven Steps to Room Reservation

- Greet the guest. 向客人问好。
- Ask the guest of the reservation information. 询问客人下列预订信息。

The date of arrival and departure. 客人到达和离开酒店的时间。

The number of guests. 住店的人数。

The room type and the number of rooms. 客人所要的房型和房间数。

- Search for the room available/needed in the computer. 在计算机上查找空房/所需的房间。
- Get the following information from the guest. 从客人那里获得下列信息。

The name of the group or name of the guest. 客人的姓名或团队名称。

The guest's telephone number. 客人的电话号码。

The contact name and his telephone number. 代订人的姓名及电话号码。

- Confirm the reservation. 确认预订。



- Express your wishes. 向客人表示祝愿。
- Form the reservation record. 形成预订记录。

Basic Factors to Room Reservation

- 客人姓名(Guest Name)或团队名称(Name of Group)、编号(Code)。
- 代订人姓名(Contact Name)、联系电话(Telephone Number)、单位(Company Name)及地址(Address)。
- 所需客房的种类(Room Type)及数量(Number of Rooms)。
- 人数(Number of Guests)。
- 国籍(Nationality)。
- 抵/离店日期(Date of Arrival/Departure)、时间(Time of Arrival/Departure)及入住天数(Length of Staying)。
- 折扣优惠(Discount)及付款方式(Payment)。
- 订房入住当天的保留时间(Cut-off Time)。
- 酒店对宾客预订变更、取消预订的规定(Agreement on Reservation Amendments/ Cancellation)。



Tips

国内星级酒店的6项标准：①酒店建筑设备、设施条件；②酒店的服务项目；③酒饭店设备、设施维修程度；④酒店的清洁程度；⑤酒店服务质量和管理水平；⑥宾客意见。



Simulation Training



Situational Case

Case 1

Receiving the FIT Reservation

(S=Staff G=Guest)

S: Good afternoon, International Hotel. Room Reservation. May I help you?

G: Good afternoon. I'd like to reserve a room for next Monday, the 20th.

S: How many guests will there be in your party?

G: Just my wife and myself.

S: And what type of room would you like?

G: A double room with twin beds, please.

S: Please wait for a moment. I'll check our room availabilities for those days… Thank you for waiting, sir. There's a double room at 288 US dollars per night. Will that be all right?

G: Yes, that will be fine. Thank you.

S: With pleasure. May I have your name and telephone number, please?

G: Yes, my name is Tony Brown and phone number is 0064-021-85599.

S: Thank you, Mr. Brown. Let me confirm the detail with you. You've reserved a double room next Monday, the 20th, and your telephone number is 0064-021-85599. Am I correct?

G: Yes, exactly. Thank you.

S: Thank you for your reservation, and we look forward to seeing you. Goodbye.



Case 2

Group Reservations

(S=Staff G=Guest)

S: Good morning, Days Hotel. May I help you?

G: Good morning. I'd like to reserve 10 standard rooms with your hotel for some professors.

S: What date would that be?

G: From 10th to 15th of June.

S: A moment, please, sir. I'll check the reservation record on the computer…Thank you for waiting, sir. I can confirm 10 rooms for those days.

G: Thank you. How much is a standard room per night? And how do you discount for the group reservation?

S: 180 US dollars. We'll give you 10 percent off for the group reservation.

G: That's fine.

S: May I have your name and phone number?

G: George Brown, phone number is 0064-21-2378966.

S: Let me confirm the detail with you. 10 standard rooms with twin beds from June 10th to June 15th.

G: That's right.

S: Thank you, Mr. Brown. We look forward to your arrival. Goodbye.



Tips

客房预订的常见形式：①临时性预订(Simple Reservation)；②确认性预订(Confirmed Reservation)； ③保证性预订(Guaranteed Reservation)。



Case 3

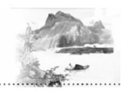
Fully Booked

Context: A guest is calling to reserve a single room. The reservation clerk receives him.

(S=Staff G=Guest)

S: Good morning, reservations. May I help you?

G: I'd like to book a single room for 20th this month.



S: A moment please. I'll check if there is a room available for that day…Oh, I'm sorry, sir. Our hotel is fully booked on the day, because it is the peak season.

G: Oh, that's too bad.

S: Would you like us to put you on our waiting list and call you in case we have a cancellation?

G: Thank you. That's very kind of you. But could you recommend me another hotel that won't be full?

S: Yes, of course. Where would you rather like to be, in downtown or in the suburbs?

G: I prefer a place close to the city center.

S: In that case, I would suggest that you try Days Hotel. The phone number is 800123123.

G: Thank you very much. I really appreciate your help. Goodbye.

S: Goodbye and thank you for calling us.



Case 4

Canceling the Reservation

(S=Staff G=Guest)

S: Good morning. Room reservation. May I help you?

G: I'd like to cancel a reservation.

S: In whose name was the reservation made?

G: Sunny Black.

S: A moment, please. I'll check the computer. Thank you for waiting. I'll cancel Ms. Sunny Black's reservation from 2nd of December for 3 nights. We look forward to another chance to serve you.

G: Thank you. Good bye.

Common Words

reservation	[ˌrezə'veiʃən]	*n.*	预订
reserve	[ri'zə:v]	*v.*	预订
FIT reservation			散客预订
twin	[twin]	*adj.*	双人的
available	[ə'veiləbl]	*adj.*	有空的
availability	[əˌveilə'biliti]	*n.*	可得到的东西
rate	[reit]	*n.*	价格，费用
group reservation/booking			团体订房
initial	[i'niʃəl]	*n.*	姓名的起始字母
flight number			(飞机)航班号



arrival time			抵达时间
in the name of			以(某人)的名义
confirm	[kən'fə:m]	*v.*	确认
confirmation	[ˌkɔnfə'meiʃən]	*n.*	确认
percent	[pə'sent]	*n.*	百分比
discount	['diskaunt]	*n.*	折扣
expense	[iks'pens]	*n.*	花费
peak/high season			旺季
cancel	['kænsəl]	*n./v.*	取消

Notes to the Dialogues

1. Receiving a FIT reservation. 接待散客预订。

FIT: Free (Foreign) Independent Traveler, normally requiring accommodation only. 散客，通常只需要住宿服务。

2. What type of room would you prefer? 您要哪种房型？

酒店的房型有多种：

单人间	Single Room
大床间	Double Room
双床间	Twin Room
三人间	Triple Room
普通套房	Junior Suite
商务套房	Business Suite
复式套房	Duplex Suite
连接套房	Connecting Suite
豪华套房	Deluxe Suite
总统套房	Presidential Suite

Functional Sentences

预订基本应对

1. Do you have one single room for two nights?
   我想订一间单人房，住两个晚上，可以吗？
2. How many nights do you wish to stay?
   您希望住几晚？
3. Which date would that be?
   要订在什么时候？
4. How many guests will there be in your party?
   您一行有多少人？



5. May I know your name/phone number/E-mail?
   能告诉我您的姓名/电话/电子信箱吗？
6. Could you hold the line, please? I'll check our room availability.
   请别挂断好吗？我来查一下是否有空房间。
7. Would you like to make a guaranteed reservation by credit card?
   您愿意用信用卡来担保预订吗？
8. I'd like to confirm your reservation.
   我想再确认一下您的预订。

海外预订

1. May I have your airline and flight number, please?
   请告诉我您搭乘的航空公司和班机号码好吗？
2. We offer free transportation to and from the airport.
   我们提供免费的机场送迎服务。
3. We have a counter at the airport where our representative will escort you to the car.
   我们在机场设有柜台，到时将由机场代表护送您上车。
4. Do you know your arrival time at ××× Airport, sir?
   您知道您抵达×××机场的时间吗？
5. Do you mean local time?
   您指的是当地时间吗？
6. We look forward to serving you. Have a safe trip.
   我们期待能为您服务。祝您一路平安！

对房间和房具的偏好

1. What kind of room would you prefer?
   您想要什么样的房间？
2. I'd like to reserve a room with a sea/mountain view.
   我想订一间看得到海/山的房间。
3. I'd like a room with a very large bed/balcony.
   我想要一间有大床/阳台的房间。
4. Certainly, sir. We'll book you into a room with a Queen-size/King-size bed.
   好的，先生。我们会为您登记一间有大号床/特大号床的房间。

房价和付款事项

1. A single room is 80 US dollars per night, with 10% tax and a 10% service charge.
   单人房每晚 80 美元，外加 10%的税金和 10%的服务费。
2. We have a double room at HK$800 and HK$1 000 available. Which one would you prefer?
   我们有价位在 800 元港币和 1 000 元港币的大床间，您喜欢哪一种呢？

3. I'm afraid we have no credit arrangements with your company. We will need an advance deposit by bank draft or in cash before the reservation date.
   恐怕我们和贵公司没有信用贷款的协定，您得在预订的日期之前，预先送来银行汇票或现金作为订金。
4. We offer special rates for your company, sir. For a single room, there is a 15% discount.
   我们为贵公司提供特价，先生，单人房可以打 8.5 折。

指定的房间没有空缺或酒店客满

1. I'm afraid we have no twin rooms available, but we can offer you a double room.
   我们恐怕没有空余的双床房了，但是可以提供给您一间大床房。
2. I'm afraid we have no suites available. Would you mind a twin instead?
   我们恐怕没有空余的套间了。您介意改订双床房吗？
3. I'm sorry, but we are fully booked for those days as it is the peak season.
   很抱歉，因为是旺季，那段时间的客房都被订光了。
4. Is it possible for you to change your reservation date?
   您可不可以改变预订日期呢？
5. This is the busiest season. I'm very sorry, but could you call us again later this week? We may have some cancellations.
   现在是旺季，非常抱歉，但是请您这个周末再打电话过来好吗？可能会有人取消预订。
6. Can you book me into another hotel in the area?
   可不可以在当地为我预订另一家酒店？
7. We hope we'll have another opportunity to serve you.
   我们期待下次能为您服务。

确认预订

1. Is this a new reservation or a confirmation call?
   您这个电话是新的预订，还是确认预订呢？
2. Your room is confirmed.
   您的预订已经得到确认。
3. I'm afraid that we have no record of a reservation (for that date) in your name.
   恐怕我们没有您那天预订的记录。
4. When did you make the reservation?
   您什么时候预订的？
5. In whose name was the reservation made?
   是以谁的名字预订的？



为客人更改/取消/延长预订

1. I'd like to extend my reservation for one more night.
   我想将预订再延长一晚。
2. We'll extend the reservation for you.
   我将为您延期预订。
3. I'd like to change/cancel a reservation.
   我要更改/取消一项预订。
4. Certainly, sir. We'll make the change/cancellation for you.
   当然可以，先生。我们会为您更改/取消预订。

Classroom Activities

Activity I Complete the Following Dialogues

Changing the Reservation

Context: Miss Green, a local travel agent, has booked rooms in Huatian Hotel in the name of Tom Smith. But due to the new schedule of negotiation for changes in the booking, he calls the reservations again to alter his reservation.

(S=Staff G=Guest)

S: Good morning. Huatian Hotel, Room Reservation. How can I help you?

G: Yes. This is Tom Smith calling from New Zealand. ______________________. (我想改一下预定日期)

S: How and in whose name has the reservation been made?

G: ______________________. (以我的名义在网上预定的。)

S: Please wait a moment. ______________________. (我查一下计算机。) Thank you for waiting. You've booked 10 standard rooms for silk trade negotiation for April 7th, 8th and 9th, is it correct?

G: Right, but the negotiation has been postponed until 4th to 6th of May. Do you think it's possible for us to change the reservation?

S: Let me check the reservation list. Fortunately, we have just 10 _______________ (标准间) available for the three days.

G: Very well. And we'll book a business suite as well.

S: Mr. Smith, you need 10 standard rooms and a ______________________(商务套间) altogether from 4th to 6th of May. Is that right?

G: Yes, it is. Thanks a lot.

S: It's my pleasure. Goodbye.

Activity II Change the Following into English Orally

——您好！蓝星宾馆。有什么可以帮忙的吗？
——我想在你们宾馆预订客房。
——请稍后，把电话给您接过去。



——预定部，我能为您做点什么？
——这是××国际旅行社，我们想为一个英国旅游团订 6 个单人间和两个双人间，从 1 月 1 日到 1 月 8 日。
——请稍后，我查一下计算机。可以预定。
——一间房一个晚上多少钱？
——单人间 150 元，双人间 230 元。
——早餐也包括在内吗？
——不，早餐是每位 38 元。您还有什么要求吗？
——没什么了，谢谢。
——女士，请问您叫什么名字？
——张红。
——您的联系方式呢？
——×××-85611860。
——您预订了 6 个单人间和 2 个双人间，从 1 月 1 日到 1 月 8 日，您的联系电话是×××-85611860。对吗？
——是的。
——感谢您的来电，期待为您服务。再见！

Activity III　Make Dialogues According to the Given Situations

Role-playing 1

Guest: Your name is Bill Brown. You'd like to book a single room with a shower for October 5th and 6th.

Clerk: You answer the phone and accept the booking.

Role-playing 2

Guest: Your name is Tom Smith. You want to book a double room for September 30th. As the hotel you are calling is fully booked, you'd like to change to another one.

Clerk: You answer the phone and refuse the reservation. You can give him some suggestions.



Extended Reading

General Introduction to Hotel Management



1. Hotel management is a complex process. It involves planning, organization, administration, controlling and coordination of a variety of resources, say, personnel, finance, material goods and information. Hotel management is, in the first place, an economic activity with the double efficiency objectives, both economically



and socially. Furthermore, hotel management is more likely to bean active coordination between inner and outer resources to achieve balance. Hotel management, therefore, carries five basic functions, namely, “Planning, organization, administration, coordination and controlling” respectively.

2. Planning: This function concerns estimating future tendency on the basis of close investigation, setting up objectives, and afterwards formulating a detailed schedule to fulfill those already-made objectives. Planning stands at the doorway of hotel management, for appropriate planning ensures a foreseeable and objective-oriented management and ensures timely solution to any question coming up in the process of management.

3. Organization: It refers to be establishment of efficient management system with a view to making good use of hotel resources. Organization could be interpreted on four different layers. For one, it is feasible organization structure with clear-cut department and managerial levels; also it means a whole and effective system in which definite duties and rights of different units are allocated and coordinated with harmony; thirdly, all hotel resources are organized and adjusted with real need in each period; and lastly, that is the general organization of overall activities and separate activities.

4. Administration: This function aims to promote the activities of separate department and persons under the orders given by superiors. The order or instruction, reflecting the general decision of the hotel, is carried out in the form of language, either oral or written by one or several managerial personnel. Administration, differs at different positions. Strategic decisions belong to top management while partial decisions are made on department level, as are supposed to be timely, exact and plenty.

5. Coordination: Managerial personnel make an effort to adjust and interrelate different business operations within the hotel to ensure all departments to develop harmoniously for the overall objectives. To realize this, there are two necessary synchronisms. One is personnel, that is, to coordinate personnel relationship. Interests of single department or unit often outweigh overall goals due to different views people hold. Several ways are available to settle this issue, say, communication, discussion and even rules designed for coordination. The other synchronism is required for operation, as different department or unit cannot be sure to work with the uniform rhythm as they are doing something of different nature and requirement. Such synchronism may be achieved by coordinating effort in terms of work quantity, procedures, operation rules and environment.

6. Controlling: It is to inspect and supervise how well the planning has been going on, as is crucial for the accomplishment of objectives. With this function, potential and real problems could be promptly ratified. Controlling is put into operation throughout the whole business process, consisting of pre-, mid- and post- controlling. Pre-controlling is to eliminate foreseeable problems before operation begins and take precautions. Mid-controlling is based on efficient feedback system to spot and rectify problems promptly while the operation is

going on. Post-controlling is undertaken when the operation comes to an end. Business results are compared with already-made standards, and in case of deviation, redemption methods should be rightly available.

Questions for Discussion

1. What function does hotel management involve?
2. What does planning concern in hotel management?
3. What does organization refer to?
4. What does administration aim to do?
5. If you were a hotel manager, what would you do to manage the hotel?



Exercises

I. Give the terms or phrases according to the meanings.

1. promote	A. the regulation of diverse elements into an integrated and harmonious operation
2. coordination	B. judge to be probable
3. estimate	C. give a promotion to or assign to a higher position
4. interpret	D. watch and direct
5. ensure	E. be in a relationship with
6. interrelate	F. the trait of practicing caution in advance
7. supervise	G. the inherent capacity for coming into being
8. potential	H. something that interests you because it is important or affects you
9. precaution	I. be careful or certain to do something; make certain of something
10. concern	J. give an interpretation or explanation to

II. Translate the following sentences into English.

1. 酒店里有多种资源，如人员、财务、有形材料和信息。
2. 管理人员要在仔细调查的基础上估计未来趋势，制定目标。
3. 你打算以什么形式来执行该命令？
4. 局部决定应该及时、准确、丰富。
5. 酒店管理人员要努力协调人事关系以确保实现整体目标。
6. 酒店各个部门必须以统一的节奏工作。
7. 管理层正在尽全力改善局面。
8. 我对他表述自己想法的独特用词印象深刻。
9. 在酒店，客人除了住房以外，还可以在产品和服务上消费。
10. 他工作非常努力，以期获得职务晋升。



III. Translate the following sentences into Chinese.

1. Hotel management is, in the first place, an economic activity with the dual efficiency objectives, both economically and socially.

2. Appropriate planning secures a foreseeable and objective-oriented management.

3. This function aims to promote the activities of separate department and persons under the orders given by superiors.

4. Strategic decisions belong to top management while partial decisions are made on department level.

5. Interests of one department or unit often outweigh overall goals due to different views people hold.

6. Such synchronism may be achieved by coordinating effort in terms of work quantity, procedures, operation rules and environment.

7. The size of a hotel will affect their organization and operation.

8. One must have a correct estimate of oneself.

9. Pre-controlling is to eliminate foreseeable problems before operation begins and take precautions.

10. You should discuss with our personnel department.



Writing

表扬信

表扬信是一种礼仪文书，用于商务活动中的许多场合：一方受惠于另一方，应及时地表达谢忱。表扬信是一种不可少的公关手段，是单位或个人对关心、帮助、支持本单位或个人的一方表示衷心感谢的函件。

表扬信的主要特点如下。

1. 表扬对象要明确：表扬信要有确切的表扬对象，一定要让大家都清楚表扬的是谁。
2. 表述事实要具体：表扬别人要有具体事由，否则就会显得抽象空洞。
3. 感情色彩要鲜明：感动和致谢的色彩要强烈鲜明，言语里充满感激之情。

Complimentary Letter

Sample

General Manager
Orchard Hotel Singapore
442 Orchard Road
Singapore 238879
Dear Sir,

We held our wedding banquet at your hotel on the last Sunday. We should like to take this opportunity to express our sincere thanks to your Banquet Events and Catering Sales Department for making our special night an unforgettable one.

Our guests are full of compliments of the food that was served and to our very own surprises, our Muslim friends had complimented how nice the halal food was. In most of the weddings we went, we never came across Muslim friends praising on halal food. Hence, we are very happy to know that our Muslim friends had enjoyed their food. We would appreciate if you can assist in conveying our thanks for your chef team for the excellent works. No forgetting the captains, waiters and waitress for that night, we are impressed that the food was served promptly to each table, which eventually led to a timely ending of the dinner.

Hence, I feel blessed that I have chosen the right hotel with staffs of the right attitudes to create the perfect memories that last us a lifetime.

Thank you.

Yours truly,

Goh Wang & Evelyn Chye

Practical Writing

Directions: For this part, you are allowed to write *a Complimentary Letter*. You should write at least 120 words according to the information given below.

请以酒店客人 Bill Smith 的名义写一封表扬信。住店期间 Bill Smith 先生送洗衣物时，将钱包遗忘在大衣口袋里。客房服务员小张及时发现并且迅速找到客人 Bill Smith 先生，送还了钱包。

Unit 2　Check-in

Key Points Teaching, Learning & Assessment

☛Subject Description

客人到达酒店之后要办理入住手续，这一步骤叫作 Check-in。接待人员一般先要询问客人是否有预订过房间，如未预订，接待人员要先请客人稍候片刻，以查询客房状况，如是否还有客人需要的房型或是否还有空房；如已预订，则需要核对信息后为客人办理入住手续。大多数国家的规定都要求客人入住酒店时进行登记。这对酒店而言，可以更多地获取客人的信息；另外，登记手续还有一个作用，就是建立客人和酒店之间的协议。登记时一般要查看客人的身份证件，如身份证、护照、签证等。

☛Teaching Objectives

After learning this unit, you will grasp:

1. The service procedure to receive guests who want to check in. 为客人办理入住手续的流程。

2. The knowledge to check in for the guests and grasping the way to fill in the registration form. 掌握为客人办理入住手续的相关知识和填写入住登记表的方法。

3. Have ability to communicate with guests by related sentence pattern about checking in skillfully. 能够熟练运用有关接待的语句与客人交流。

★ Key Points in the Unit

Service Procedures of Checking In

- Greet the guest. 问候客人。
- Ask the guest whether he or she has a reservation with the hotel. 询问客人是否有预订。
- Find out the reservation in the computer for confirmation. 在计算机中查找预订记录以确认。
- Ask the guest to show his identification. 请客人出示身份证明。
- Ask the guest to fill in the registration list. 请客人填写入住登记单。
- Ask the guest how to make the payment. 询问客人怎样付款。
- Form the checking-in record. 形成入住记录。
- Give the room key card to the guest. 给客人房卡。
- Call the bellman. 叫行李员帮客人拿行李。
- Extend best wishes. 祝愿客人。



Tips

住客房 Occupied Room	空房 Vacant and Available for Sale
走客房 Check-out Room On-change Room	待修房 Out-of-order
保留房 Blocked Room	在外过夜房 Sleep-out Room
携带少量行李的住客房 Occupied with Light Luggage	双锁房 Double Locked Room
	请勿打扰房 Do Not Disturb (DND)

Simulation Training

Situational Case



Case 1

Checking in for the Guest with the Reservation

(S=Staff G=Guest)



S: Good morning. Welcome to Noble Hotel. Is there anything I can do for you?

G: We'd like to check in.

S: Do you have a reservation?

G: Yes, we have reserved a double room.

S: In whose name was the reservation made?

G: Steven Lee.

S: Just a moment, please. Let me check the reservation list. Thank you for waiting. You have a reservation of a double room for five nights, is it correct?

G: That's right.

S: May I see your passport?

G: Sure, here you are.

S: Thank you. Please fill in this registration form, your nationality, occupation, passport number and your signature.

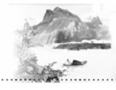
G: Is it all right?

S: Yes, thanks. How would you like to make your payment?

G: By American Express Card.

S: May I take an imprint of the card, please?

G: Certainly.



S: Thank you, sir. Your room is 8816 on the eighth floor. Here is your key card and your breakfast coupons.

G: Thank you.

S: My pleasure. A bellman will show you to your room. I hope you will enjoy your stay here.



Case 2

Receiving a Walk-in Guest

(S=Staff G=Guest)

S: Good afternoon, sir and madam. May I help you?

G: Good afternoon. We have just arrived. We'd like to have a room at your hotel for two nights.

S: Welcome to our hotel. Have you made any reservations?

G: I'm afraid not. Could you arrange a twin-bed room with a bath for us?

S: Wait a moment, please. There's a room available, which commends a good view of Huangpu River.

G: Great. I'll take it. How much do you charge?

S: 980 yuan per night.

G: OK.

S: Please show me your passports and fill in this registration form.

G: I'll take care of it.

S: Thank you. Would you please pay 2 000 yuan as deposit? I'll return the balance when you check out.

G: All right. Here you are.

S: Thanks. This is the receipt, key card to Room 1605. The bellman will show you to your room. I hope you will enjoy your stay here.

G: That's very kind of you.



Tips

许多酒店在接受付款时声明:“个人支票恕不接受”(personal checks are not accepted)。酒店一般只接受国际通用的信用卡，例如：签证卡/维萨卡 Visa (VS)、美国运通卡 American Express (AE/AX/Amex)、万事达卡 Master Card (MC)、大莱卡 Diners Club (DC)、联邦卡 Federal Card。此外，还有百万卡 JCB Card/JCB International (JB)、长城卡 Great Wall Card、卡特布朗克/黑卡 Carte Blanche (CB)、欧洲卡 Eurocard (EC)、巴克莱卡 Barclaycard (BC)。





Case 3

Checking in for the Group

Context: Li Li, leader of Qing Xin Tour Group, is approaching to the Front Desk to check in for the Group.

(S=Staff G=Guest)

S: Good afternoon. Welcome to our hotel. Anything I can do for you?

G: Good afternoon. I'd like to check in.

S: Are you tour leader, please?

G: Yes, I am tour leader for Qing Xin Tour Group, my name is Li Li. I'd like to check in for our group.

S: I'd like to confirm the schedule for the period of your stay here first.

G: I see.

S: Is there any change in the number of your group?

G: No.

S: You will have an Evening Party at 8: 00 this evening, won't you?

G: Yes, where can we have the party?

S: The hall on the third floor. Your breakfast of tomorrow will be at 7: 00 am. And your departure time is 9: 30 am.

G: No, the time of breakfast needs to be changed into 6 o'clock, and our departure is 7 o'clock.

S: I see. We will arrange a morning call at 5: 40. Will that be fine?

G: That's fine.

S: Could you please place your luggage in front of the deck on the left of the lobby at 6: 30? The bellman will pick them up. Is there anything that I can do for you?

G: No, that's all.

S: If you have any change, please contact the Front Desk. Now please fill in the registration card.

G: Here you are.

S: Your rooms are on the sixth to ninth floor and there are 7 rooms on each floor. Your room is 3966, on the ninth floor. Would you please sign your name here?

G: Thank you.

S: Please enjoy your stay here.

Common Words

fill in		填写
registration form		登记表
signature	*n.*	签名



passport		*n.*	护照
walk-in guest			无预订的客人
per	[pə]	*prep.*	每
tour leader			领队
schedule	['skedʒul]	*n.*	日程
Evening Party			晚会
arrange	[ə'reindʒ]	*v.*	安排

Notes to the Dialogues

1. registration form. 住宿登记表。

这是客人入住时必须填写的，内容包括客人姓名、年龄、逗留时间、护照种类、签证种类及有效期等。

2. 10% discount. 九折。

注意：汉语与英语打折的表达有所不同。10% discount 其英语的原意是 10%不计费，即汉语的“九折”，例如，“八折”在英语中应为“20% discount”。

3. I'll take it. 我接受这个价格。

Functional Sentences

入住基本应对

1. You can just skip that, and I'll fill it in for you later on.
   您可以先不填写这一项，我稍后帮您补上。
2. Please sign at the bottom on the right hand side.
   请在右下角签名。
3. May I see some identifications?
   我能看看您的身份证件吗？
4. How would you like to make payment/settle your bill?
   您打算如何付款呢？
5. In cash/By credit card/By traveler's check.
   我用现金/信用卡/旅行支票来付款。
6. Your bill will be paid by××.
   您的账单将由××支付。
7. Please sign at the Cashier's Counter when you check out.
   您退房时请到收银台签名。
8. Your room charge, including tax and service will be paid by××; but you have to settle the incidental charges yourself.
   您的房钱包括税金和服务费，由××支付；不过，杂费得由您自己支付。
9. Have an enjoyable stay/Please enjoy your stay here.
   祝您入住愉快！



有旅行社凭证的入住登记

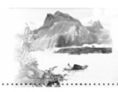
1. May I have the hotel voucher, please?
   我能看看您的住店凭证吗？
2. That will do.
   有这个就可以了。
3. I'm afraid that this is only a confirmation note, but not a voucher.
   恐怕这只是预订确认单，而不是住店凭证。
4. I'm very sorry，but could you settle your bill when you check out please?
   很抱歉，还是请您结账时付清账单好吗？

旅行团的入住登记

1. Who is the Tour Leader, please?
   请问领队是哪位？
2. I'd like to reconfirm the schedule of your stay here.
   我想确定下贵团在本店停留的安排表。
3. Is there any change in the number of your group?
   贵团人数有变化吗？
4. Is there any change in your schedule?
   时间安排有什么变动吗？
5. Could you place your bags in front of your door by 8:30? We'll have your luggage picked up.
   请在早上 8 点 30 分把行李放在门口好吗？我们会派人去收取。
6. Here are your room keys and meal coupons.
   这是贵团的房间钥匙和餐券。
7. May I have a Group Rooming list please?
   能给我一份团体分房名单吗？
8. Is there anything else I can do for you?
   您还有其他吩咐吗？
9. If I can be of any help, please just let me know.
   如果有什么我能效劳的，请千万别客气。

请客人等待

1. I'm afraid that your room is not quite ready yet. Would you mind waiting, please?
   您要的房间恐怕还没有完全准备好。您介意等一会儿吗？
2. We are very sorry for the inconvenience.
   很抱歉给您带来不便。



Classroom Activities

Activity I Complete the Following Registration Card

Surname 姓		Name 名		Sex 性别	
Nationality 国籍		Place of birth 籍贯		D. O. B. 出生年月日	
Type of visa 签证种类		Validity 有效期			
Type of identification 证件类别		No. 号码			
Permanent address 永久性住址					
Date of arrival 抵达日期		Date of departure 离店日期		Room No. 房间号	
Hosted by 接待单位		Purpose of stay 停留事由 ☐ Travel 旅游 ☐ Business 商务 ☐ Official 官方			
Rate 房租		Method of payment 付款方式 ☐ Cash 现金 ☐ Credit Card 信用卡 ☐ Traveler's Check 旅行支票 ☐ Others 其他			
Remarks 备注					
A safe box provided at the Front Office or in the guest room is available for use free of charge.					
Guest Signature 客人签名		Front Desk Staff 员工签名			

Activity II Change the Following into English Orally

——我想要一间有浴室的双人间。

——好的，先生。您有预订吗？

——对不起，没有。

——请稍等，我查看一下计算机。现在有带浴室的双人间，每天 180 元。

——好的，我就要这间了。

——我能看一下您的护照吗？

——当然可以，给你。

——请您填一下这张入住登记表，并在这里签名。

——我填好了。

——您打算如何付款呢？

——用维萨卡。

——我能授权吗？

——当然可以。

——非常感谢。这是您的房卡，房间号是 916。行李员会带您到房间。希望您在这里住得愉快。

——谢谢。

Activity III　Make Dialogues According to the Given Situations

Role-playing 1

Guest: You'd like a single room for two nights. You have a reservation.

Receptionist: It's 8: 30 in the morning. You can let the guest have a room, which is 380 Yuan per night. Give the guest the room card. The room number is 1108. The bellboy will show the guest up to the room.

Role-playing 2

Guest: You want a double room for tonight and tomorrow night. You are a walk-in guest.

Receptionist: You ask the guest necessary questions, you ask him to fill in the registration form, and then give him the room card.



Extended Reading

Ways of Categorizing Hotels



1. All hotels do not serve the same clientele, that is the same kind of guests. In fact, it is possible to place hotels in four broad categories. The first is the commercial hotel, which provides services essentially for transients, many of them traveling on business. Many city hotels and diversely located motels fall into this group. The second category is resort hotels. Located in vacation areas, they often provide recreational facilities of their own as well. The third type of hotel aims its services largely at the trade convention. Conventions are meetings, usually held yearly, of various business or professional groups. Not so long ago, most conventions were held in large urban centers such as New York or Washington D. C., but the airplane has made it possible for resort hotels to attract this kind of business also. The fourth category is resident hotels. People who do not wish to keep house themselves can rent accommodations on a seasonal basis or even permanently in many hotels.



2. Another way of categorizing hotels is by the quality of service they offer. At the top are the luxury hotels, which generally offer their guests the greatest comfort and convenience possible. At the bottom are those that provide merely a place to sleep. In between these two extremes are establishments offering a wide range of service and comfort. A system for rating



hotels according to quality is widely used in France and a number of other countries. This system puts the top hotels in a special deluxe category, with others receiving from five stars to one star or "A's". The standard features include private bathrooms, room telephones, recreational facilities, and so on.

3. The difference in quality between hotels is not, however, entirely a matter of equipment of furnishings. The proportion of employees to guests and/or guest rooms is also a matter of prime importance. In general, the accommodations industry is labor-intensive, that is, it employs a large number of people to perform its service. In a luxury hotel, there may be three employees for every guest room. In a large commercial hotel in a big city, the ratio is usually closer to one employee per guest room. A small hotel, one with ten to twenty rooms, may have only three employees, often a husband-wife who own and manage the motel and in turn hire a maid to do the housekeeping chores. Obviously, the services offered by a small hotel will be far more restricted than those provided by a luxury hotel. A hotel that provides itself on its quality of service also maintains high standards of performance. Training programs run by the hotel help to make sure that the staff meets the standards.

Questions for Discussion

1. What are the four broad categories in which it is possible to place hotel?
2. What system of rating hotels is widely used in France and several European countries?
3. What standards are used to rate the quality between hotels?
4. Why is the accommodation industry labor-intensive?
5. Is there any other way of dividing hotels into categories?



Exercises

I. Give the terms or phrases according to the meanings.

1. categorize	A. a hotel located in a resort area
2. essentially	B. living in a particular place
3. transient	C. of or relating to recreation
4. resort	D. located in or characteristic of a city or city life
5. recreational	E. place into or assign to a category
6. resident	F. at bottom or by one's (or its) very nature
7. seasonal	G. a specific piece of work required to be done as a duty or for a specific fee
8. urban	H. one who stays for only a short time
9. chore	I. rich and superior in quality
10. deluxe	J. occurring at or dependent on a particular season

II. Translate the following sentences into English.

1. 另外一种分类方法的依据是他们提供的服务质量。
2. 我们在机场附近的一家三星级旅馆登记投宿。
3. 他的住宿问题应该按照规定处理。
4. 这种活动没有固定的市场和客户。
5. 这家商业银行愿意把钱贷给这些客户。
6. 在这个奢华的度假胜地，你可以像国王一样生活。
7. 我很少在舞会上或其他娱乐场合见到他。
8. 这个城镇依靠季节性旅游业提供就业机会。
9. 我们充分利用了旅馆设施。
10. 我们酒店靠近当地市区的旅游景点，有利于争取大量的游客和旅行团。

III. Translate the following sentences into Chinese.

1. A system for rating hotels according to quality is widely used in France and a number of other countries.

2. We have stayed at many "so called" 5 star hotels but this definitely lived up to its rating. This function aims to promote the activities of separate department and persons under the orders given by superiors.

3. In both towns accommodation just before, during and immediately after the festivals is very difficult to come by, and rates usually double or treble.

4. At a shop called Cheese & Wine in Beijing, which has been open for eight months, Chinese already represent half the clientele.

5. One that is transient, especially a hotel guest or boarder who stays for only a brief time.

6. It sounds like a holiday resort, but not a normal house.

7. There are restaurants, a library, a bowling alley and many other recreational facilities in the hotel.

8. 10% discount on the hotel/restaurant's seasonal discount price when you reserve a room at Kunlun Hotel/Restaurant.

9. Currently, about 50 independent conference centres and roughly 300 hotel facilities offer a wide variety of choices.

10. With over 240 stores in 34 countries, IKEA is one of the biggest furniture and home furnishing retailer in the world.



Writing

工作守则

工作守则形式多样，但无论形式怎样，内容必须清晰、具体和简洁。要制定工作守则首先要从工作分析入手，对某工作进行完整的描述或说明，以便为管理活动提供



有关信息。工作守则条款一般按照由重要到次要的顺序安排，或者按照由综合到具体的顺序排列。

Codes of Practice

Sample

Codes of Practice in Joyce Bar

Joyce Bar respects the dignity of our workers in the workplace and we work to ensure their rights of personal security, a safe and clean workplace, and freedom from harassment or abuse. Meanwhile, all the workers are supposed to follow the following rules:

Be dressed in the clean designated bar uniforms.

Be prepared for one's post 10 minutes before the work hours begin.

Never leave work or be off one's duty during the work hours.

Comply with the arrangement and control of the superiors. Fulfill tasks accurately and on time.

Be polite and modest towards the guests. Keep a smiling face and a courteous speech.

No arguments with the guests. Report immediately to one's supervisor in case of any insoluble problems.

Practical Writing

Directions: For this part, you are allowed to write *Codes of Practice*. You should write at least 150 words according to the information given below.

假设你是华天酒店的西餐厅经理，请根据餐厅的工作性质制定工作守则。内容包括如下几方面。

1. 必须着员工服装。
2. 工作时间不打私人电话。
3. 不迟到不早退。
4. 待客服务周到热情。
5. 工作中不允许吸烟。
6. 不私自带走店内物品。

Unit 3　Bell Service

Key Points Teaching, Learning & Assessment



☛Subject Description

Bellboy 或者 Bellman 是指在酒店带领客人进入房间的服务生。只要客人提出要求，他们就会帮助客人把行李从车上搬下来，并且在客人办理入住手续的时候帮助看管行李。有时客人的行李要寄存在酒店寄存处，而有的时候则要搬进自己的客房。Bellman 的主要职责就是让客人能够尽快办好入住的手续并且顺利入住。有时行李件数很多或者客人携带的行李是超大行李或大型设备，给 Bellman 小费也在情理之中，因为这些人工资并不高，收入主要来自客人的小费。



☛Teaching Objectives

After learning this unit, you will grasp:

1. The skills to receive guests in front of the lobby door. 接待入住客人的技巧。

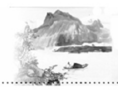
2. The skills to offer special bell service for guests. 提供客人专项迎接服务的技巧。

3. Have ability to communicate with guests by related sentence pattern about offering bell service skillfully, and solve some urgent problems for guest. 能够熟练运用有关提供应接服务的语句与客人交流，并能帮助客人解决紧急问题。

★ Key Points in the Unit

Service Procedures of Bell Service

- Greet the guest. 问候客人。
- Help the guest with the luggage out of the taxi. 帮客人从出租车里提出行李。
- Confirm the pieces of the luggage. 确认行李件数。
- Put the luggage on the luggage cart. 将行李放上行李车。
- Accompany the guest to the Front Desk for checking in. 陪同客人到前台登记。
- Wait for the guest while he is checking in. 客人登记时在旁等候。
- Accompany the guest to the room. 陪送客人到房间。
- Open the room and introduce the room facilities simply. 开房门，简单地介绍房间设施。
- Extend your wishes to the guest. 向客人表达祝愿。





Simulation Training

Situational Case

Case 1

Greeting Guest



(S=Staff G=Guest)

S: Welcome to the Holiday Hotel. I hope you had a good journey.

G: Thank you.

S: May I help you with your luggage?

G: Thank you.

S: How many pieces of luggage do you have?

G: Five pieces.

S: Just a moment, please. I will bring a luggage cart. Now I'll show you to the Front Desk. This way, please.

G: Thank you.

S: I will show you to your room when you finish checking.

G: All right.



Tips

日期的表示方法：美国英语里顺序为月、日、年；而在英国英语里，则为日、月、年。例如，10/3/05 这一写法在美国英语中表示 October 3rd，2005；而在英国英语里则成了 March 10th, 2005。所以在正式的文件里，最好避免用这种简写，以免产生歧义。



Case 2

Calling a Taxi for the Guests

Context: A couple has just checked out. A doorman approaches them.

(D=Doorman G=Guest)

D: I'm the doorman here. Is there anything I can do for you?

G: Yes, could you please call a taxi for us? We've just checked out.

D: Certainly, Sir. Where are you going?

G: The airport.

D: Just a moment, please. (One minute later)

D: The car is waiting for you at the entrance.

G: Thanks. Would you help us with our baggage?

D: Sure. (After the doorman put the baggage into the car)

D: You've got three pieces of baggage in total. Is that right?

G: Yes, that's right. Thank you.

D: My pleasure.



Case 3

Introducing Service

(B=Bellman G=Guest)

B: May I take your baggage?

G: All right, thank you very much.

B: Here's your room, sir. Um… this way, please.

G: Thanks. Oh, what a large room! So nice!

B: Oh, yes, all the rooms in our hotel are quite large, and the rooms on this side of the building have a lovely view.

G: Oh, the view is wonderful.

B: You can look up the directory for information about room service, and our restaurant, and café. The directory is next to your telephone. The TV is across the room in the corner, and there is a radio on the nightstand by the bed.

G: Fine. I see. Thank you.

B: You can call the housekeeper if you need your clothes pressed or your laundry done. There is a pool and sauna in the basement. I think you can find about the hours in the directory.

G: Oh, that's wonderful. Thank you very much.

B: Have a nice day.



Tips

常用指示方向的用语:

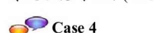
A 在 B 的旁边(A is next to B)　　B 在 A 和 C 之间(B is between A and C)

D 在 E 上面(D is on top of E)　　E 在 D 下面(E is under D)

向左转就到 F 了(F is to the left)　　向右转就到 G 了(G is to the right)

H 在左手边(H is on the left)　　I 在右手边(I is on the right)

穿过 J 就到 K 了(K is through J)　　一直向前走(go straight)



Case 4

Valet Parking

Context: A guest drives her car to the hotel for the night. The bellman helps her park the car.

(B=Bellman G=Guest)

B: Welcome, madam. What can I do for you?

G: I've booked a room in your hotel.

B: So you mean you are checking in today?

G: Exactly. But where do I park my car?

B: In the garage around the corner, that's at the end of the drive.



G: Well… You know, it's my very first to drive. I always find it difficult to back the car into the garage.

B: Do you want me to give you a hand?

G: That would so great.

B: Ok, no problem. Just leave it to me.

G: Thank you so much.

B: You may go to the Reception Desk first while I'm parking your car. And I'll return your key to you shortly.

G: That'll be much appreciated.

B: It's my pleasure, Madam.

Common Words

bellman	['belmən]	*n.*	门童
baggage	['bægidʒ]	*n.*	行李
nightstand	['nɑitstænd]	*n.*	床头柜
sauna	['saunə]	*n.*	桑拿
basement	['beismənt]	*n.*	地下室
valet	['vælit]	*n.*	代客停车
park	[pɑ:k]	*v.*	泊车
garage	['gærɑ:ʒ]	*n.*	车库

Notes to the Dialogues

I always find it difficult to back the car into the garage. 我总是很难把车倒进车库。

Back 原本是副词或形容词，在此处用作动词。在英语里词性转换是一种重要的造词方法，值得注意。

Functional Sentences

运送行李

1. Let me help you with the luggage.
   请让我来帮您拿行李。
2. How many pieces of luggage do you have?
   您一共有多少件行李？
3. Is this all your luggage?
   行李都齐了吗？
4. Is there anything valuable or breakable in your bag?
   您的袋子里有贵重或易碎的物品吗？

5. Would you mind taking this handbag with you?
   您介意自己拿着这个手提袋吗？
6. Just a minute, please. I'll bring a trolley/baggage cart.
   请稍候。我去推一辆行李车来。
7. Shall I put your suitcase here?
   我把您的旅行箱放在这儿好吗?
8. May I show you to your room?
   我带您到房间去吧？
9. Please take this elevator on the left to the 8th floor.
   请乘左边的电梯到 8 楼。
10. The floor attendant will meet you there and show you to your room.
    楼层服务员在那儿等您并将您带到房间。
11. Here is your baggage. Please check and see if it is all right.
    这是您的行李。请检查一下是否完好无损。

Classroom Activities

Activity I Job Description

Tick what a bellboy should do.

(　　) Say "welcome" to the guests.
(　　) Introduce the receptionist to the guest.
(　　) Register for the guests.
(　　) Check the guest's passport.
(　　) Assist the guests with their baggage.
(　　) Accompany the guests to the rooms.
(　　) Deliver messages and mails.
(　　) Show the room facilities for the new guests.

Activity II Change the Following into English Orally

——打扰了，您是蓝星宾馆的职员吗？
——是的，我是蓝星宾馆的韩雪，您是……
——我是来自新西兰的 Lily Smith.
——Smith 女士，我是来接您的，欢迎您来到××。
——谢谢。见到你很高兴。
——见到您我也很高兴。我来推行李车吧。
——谢谢你。
——您一共有多少件行李？
——五件。
——请这边走。接您到酒店的车已经停在机场的停车场。



——好的。

——这是我们的车，您请上车。这是您第一次来××吗？

——是的。我一直想看看××的伪皇宫。

——您一到酒店就可以去参观伪皇宫。到那很方便，在酒店旁边就可以乘坐轻轨直达伪皇宫。

——太好了。谢谢。

——不用谢，女士。我们到了，请下车吧！

Activity III　Make Dialogues According to the Given Situations

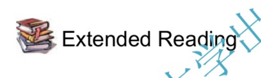
Role-playing 1

A guest is arriving by taxi. You are working at the entrance. You meet the guest and help him with his baggage and show him the way to the Front Desk.

Role-playing 2

Guest: You have just checked in. You ask the bellboy where you can have a drink. You also ask about the hotel's facilities.

Bellboy: You show the guest the way to his room. You tell him the food and beverage service of the hotel. And answer the guest's questions.



Extended Reading

Green Hotel



1. An Environmental Management System (EMS) is a comprehensive organizational approach designed to incorporate environmental protection into the operation of an organization. It is a means of ensuring effective implementation of an environmental management plan or procedures and compliance with environmental policy objectives and targets. A key feature of any effective environmental management system is the preparation of documented system procedures and instructions to ensure effective communication and continuity of implementation. The ISO 14000 series developed by the International Standards Organization forms the global standard for EMS implementation and certification.

2. The World Travel and Tourism Council's Green Globe 21 international certification has developed an EMS standard specifically for the hospitality industry. This system is tailored for hotel managers and the program offers industry related support.

3. Hotels that effectively incorporate an EMS into their organization reap many benefits. Patrons seeking assurances that they are supporting an operation that protects the



environment represent a growing sector in the tourism marketplace. An EMS enhances the hotel's image and opens opportunities to attract environmentally-conscious consumers. Furthermore, an EMS is becoming a requirement for many business relationships as more companies demand that their suppliers and clients meet their standards.

4. Overall, the hotel can improve efficiency and reduce operating costs by setting specific and realistic performance targets and objectives that the entire organization can work towards. More often than not, the economic benefits are more than enough to initiate an EMS in any organization.

5. Although many hotel operations today have incorporated environmental activities into their operations, the vast majority do not have an effective system in place to define goals, measure successes, and coordinate the range of activities. An EMS defines the process and direction while providing guidance to all aspects of hotel management and may combine multiple environmental programs already being executed. It is important to understand that numerous efficiencies and improvements are realized through changes to operation procedures.

Questions for Discussion

1. What does the "green" mean in "green hotel"?
2. As an ordinary customer of a hotel, what can you do to make the hotel "green"?
3. What is an environmental management system?
4. How can the hotel improve efficiency and reduce operating costs?
5. What is the function of an EMS in hotel management?



Exercises

I. Give the terms or phrases according to the meanings.

1. comprehensive	A. amounting to a large indefinite number
2. tailor	B. succeed in catching or seizing, especially after a chase
3. compliance	C. tending or intended to correct or counteract or restore to a normal condition
4. realistic	D. make fit for a specific purpose
5. numerous	E. money paid out
6. encompass	F. including all or everything
7. capture	G. put or add together
8. corrective	H. acting according to certain accepted standards; happy friendly agreement
9. expenditure	I. include in scope; include as part of something broader; have as one's sphere or territory
10. combine	J. representing what is real; not abstract or ideal



II. Translate the following sentences into English.

1. 我们将把您的意见编入计划。
2. 把路上的耽搁算进去，你要用一个小时才能到达机场。
3. 越来越多的公司要求供应商和客户达到他们的标准。
4. 雨大时公交车常常晚点。
5. 他的父母对他的期望过大。
6. 当一切就绪时，我会通知你。
7. 怎样才能有效地发挥所有员工的潜力？
8. 总的来说，酒店服务重在细节。
9. 关键的问题是如何让每一位客人对你的服务满意。
10. 你可以制定一下这个学期的学习计划吗？

III. Translate the following sentences into Chinese.

1. It is a means of ensuring effective implementation of an environmental management plan or procedures and compliance with environmental policy objectives and targets.

2. This system is tailored for hotel managers and the program offers industry related support.

3. An environmental policy that clearly communicates the hotel's commitment to maintaining the social, cultural and physical environment.

4. Hotels that effectively incorporate an EMS into their organization reap many benefits.

5. Overall, the hotel can improve efficiency and reduce operating costs by setting specific and realistic performance targets and objectives that the entire organization can work towards.

6. An EMS defines the process and direction while providing guidance to all aspects of hotel management and may combine multiple environmental programs already being executed.

7. It is important to understand that numerous efficiencies and improvements are realized through changes to operation procedures.

8. The hotel should establish the effective environmental management system.

9. The hotel should establish the active and effective prevention and management systems from the public security and the food safety.

10. The hotel should establish the supervision system for the procurement staff and the supplier, and try to use the green food and the environmentally friendly product as many as possible.



Writing

宴会确认信

大型而重要的宴会一旦确定，经认可的详细资料应以确认信的方式迅速送交宾客，需确认的主要内容如下。

1. 宴会类型(Type of Function)。

2. 时间(Date and Time)。
3. 地点(餐厅名称)(Place (usually the name of the restaurant))。
4. 席位，人数(Number of Covers)。
5. 每人用餐标准(Price per Person)。
6. 含酒水费或酒水另算(Wine: inclusive or charged)。
7. 菜单与服务方式(Menu and Method of Service)。
8. 餐台布置与装饰(Decoration, Layout)。
9. 付款方式(Method of Payment)。
10. 定金(需要时可收取)(Deposit (if needed))。
11. 特殊要求(Special Requirements)。

A Letter of Confirmation for Banquet

Sample

Sep. 6, 2012
Dear Mr. Zhang,
Thank you for holding your wedding banquet in our hotel. In order to offer you the best service, we confirm the following information.
Type: Wedding banquet for Mr. Zhang Wei and Miss Liu Dan
Place: Fairy Garden
Time: 8: 00, Oct. 2, 2012
Number of Guests: 500 persons (50 tables×10 guests/table)
Price per Head: RMB 200 per person (including beverage)
Beverage: 1 bottle of Wuliangye, 2 large bottles of Coca-Cola, some bottles of beer
Method of Payment: in cash
The menu suggested:
MENU (RMB 200 including wine)
Deluxe Cold Dish Combination
Shark's Fin with Crab Meat
Beijing Roast Duck
Fried Vegetable with Mushroom
Fried Rice, Yangzhou Style
Fresh fruit
Requirements:
1. Hotel should be responsible for all decoration for the banquet (Double Happiness, fresh flowers & plans, special setting of the table, etc.).
2. A deluxe suite is provided for free (one night)!
We hereby confirm the reservation as above. Should there be any alteration, please inform us ASAP.
We are looking forward to serving you.
With best regards!
Yours sincerely,
Wang Dan
Banqueting Manager



Practical Writing

Directions: For this part, you are allowed to write *A Letter of Confirmation for Banquet*. You should write at least 150 words according to the information given below.

程楠楠，希尔顿饭店宴会经理，给汤姆·布朗先生发一封宴会确认信，收信地址是：北京市朝阳区七里 207 号。建议内容如下。

根据您 2013 年 1 月 3 日来电，确认您预订的将于 2013 年 1 月 23 日星期三下午 5:30 在我们大宴会厅为大约 30 人宾客举行的晚餐宴会。现附上 2 份菜单供您考虑：一号菜单每位 180 元人民币，二号菜单每位 150 元人民币，另各加 15%服务费。

饮料是根据实际饮用量按我们的标准定价计费的。最终的账单将按您的要求寄往您的公司。

我们盼望能得到您的指教，并将尽力举办好你们的晚餐宴会。

您诚挚的

程楠楠

2013 年 1 月 5 日

Unit 4 Operator Service

Key Points Teaching, Learning & Assessment

☛Subject Description



多数酒店都有自己的总机(Switch Board)，接线员(Operator)可以控制所有打入打出的电话。酒店一般都装有内线电话(House Phone)，接线员除了处理外线电话，如市内电话(Local Call)、长途电话(Long-distance Call)和国际长途(International Call)外，还需要处理内线电话。

☛Teaching Objectives

After learning this unit, you will grasp:

1. The skills to transfer telephone calls for guests. 为客人转接电话的技巧。

2. The appropriate expressions to take telephone messages. 电话留言采用的合适的表达方式。

3. Have ability to communicate with guests by related sentence pattern about offering operator service, and solve some urgent problems for guest. 能够熟练运用有关电话总机服务的语句与客人交流，并能帮助客人解决紧急问题。

★ Key Points in the Unit

Skill Points to Operator Service

- When you receive a telephone call, first you should identify your hotel and say "Good morning/afternoon/evening. This is ×× Hotel. May I help you?" 当接听电话时，拿起话筒应先问候："早上/下午/晚上好，这是××饭店，能为您效劳吗？"
- Finish the conversation by using a suitable closing phrase that expresses appreciation for the call. 结束电话时可用的表达方式。

Thanks for calling. 谢谢您来电。

Thank you, sir. Goodbye. 谢谢，先生，再见。

- You can use the following to express regret if the caller's wish could not be accommodated. 如果无法为客人效劳，可以用以下表达方式。

We're sorry that we couldn't help you, sir. 很抱歉没法为您服务。

We look forward to another chance to serve you, sir. 希望下次有机会能为您效劳。

- Operator could use following expressions instead of putting the caller through abruptly. 总机在为客人接通电话的时候切记不要太唐突、太生硬，可用下列表达方式。



Just a moment, please. I'll put you through. 请稍等，我马上帮您转接。

Please hold the line a moment. I'm putting you through to…请别挂电话，我这就给您把电话接到……去。

Thank you for waiting, sir. Please go ahead, you're through. 让您久等了，先生。您的电话已接通，请讲。

Tips

如果没有训练有素而又有礼貌的总机员工，酒店是无法向外界展示一支有效且运行良好的前厅团队的。通常，一位客人对酒店的第一印象正是通过电话产生的。

Simulation Training

Situational Case



Case 1

Making an International Call

(S=Staff G=Guest)

S: Good morning. This is the Hotel Operator. May I help you?

G: Yes. This is John Steve in Room 304. I'd like to make an international call.

S: Mr. Steve. We offer IDD and DDD services in our hotel. So you may call directly from your room. It is cheaper than going through the operator.

G: Oh, Would you please tell how to do that?

S: Certainly, sir. Please dial the country code, the area code and the number you want. The country codes are listed in the Service Directory in your room.

G: I see. Thanks a lot.

S: You're welcome, sir.

Tips

有的酒店禁止告诉查询人有关房客的情况，包括房间号。这时可以回答查询人:“很抱歉，按规定我不能帮您这么做。” (I'm afraid I can't help you due to the regulation.)



Case 2

Wake-up Call Service

(S=Staff G=Guest)

S: Good afternoon, operator speaking. How may I help you?

G: Yes, I'd like to be woken up tomorrow morning.

S: Certainly, madam. At what time?

G: At around 6: 30 a.m.



S: We have a computer wake-up service. Please dial 5 and then the time. For 6: 30 a.m., dial 5 first and then 0630 for the time. There must be five digits in the final number.

G: That is to say I should dial 50630, is it right?

S: That's correct, madam. After that you have to dial your room number.

G: I see, by the way, can I change the set time?

S: No problem. Please dial your new wake-up time. The computer will cancel the entered time.

G: Do you use a twenty-four hour timetable?

S: yes, we use a twenty-four hour clock.

G: Oh, I see.

S: My name is Lu Jun, madam. If you have further inquiries, please don't hesitate to contact me.

G: You've made it clear. Thank you for your help.

S: It's my pleasure.

 **Case 3**

Incoming Call

(S=Staff G=Guest)

G: Is this Days Hotel?

S: Speaking. May I help you?

G: Yes. Could you please put me through to Room 816?

S: Certainly, madam. Just a moment, please. (After a while)

S: I'm sorry. The line is busy. Would you like to hold on or call back?

G: OK. I'll call back later. Thank you.

S: With pleasure, madam.

 **Case 4**

Outgoing Call

(S=Staff G=Guest)

S: Good morning. This is Operator. May I help you?

G: Yes, I'd like to make a long-distance call to Shenzhen. Could you place the call for me?

S: Certainly, sir. What number are you calling?

G: 89896565.

S: Would you please tell me to whom you would like to speak?





G: Miss Zhang.

S: Do you want to make a pay call or a collect call?

G: A pay call, please.

S: May I have your name and room number, please?

G: Yes, my name is Tom, in Room 1502.

S: Thank you, sir. Could you hang up, please? I'll call you back as soon as I can.

Common Words

operator	[ˈɔpəˌreitə]	*n.*	话务员，接线员
put sb. through			为某人接通电话
country code			国家代码
area code			区域号码

Notes to the Dialogues

1. overseas call. 国际电话，越洋电话。

按照接通方法，国际电话可分为通过总机接线员的国际直拨电话 IDD(International Direct Dialing)和由接线员接通的国际电话两种。国际直拨电话具有经济、简便、快速的特点。拨号顺序依次为：国际长途识别冠码(International Prefix Number)、国家代码、区域号码、电话号码。

2. Go ahead, please. 请讲。

3. computer wake-up service. 计算机叫醒服务。

4. collect call/transferred charge call: phone call which is paid by the person who receives the call. 对方付费电话。

pay call: phone call which is paid by the person who makes the call. 发话人付费电话。

extension: 分机电话。

local call: 市内电话。

IDD/overseas call: international direct dial: 国际直拨电话。

DDD: domestic direct dial: 国内直拨电话。

person-to-person call: 叫人电话。经由国际接线生指定接电话人姓名的通话，如果对方不在或是在等待对方听电话的时候，它是免费的，但单位时间的通话费用较高。

station-to-station call: 叫号电话。经由国际接线生指定对方电话号码的通话。

morning call/wake-up call: 叫醒电话。在酒店住宿时，客人请酒店来电叫醒自己起床的方式。

local call: 市内电话。在同一地区或同一市级行政区域内进行的通话，通话费率低廉。

long-distance call: 长途电话。通常指在一国内跨越市级行政单位的电话，通话费较市内电话高。

Functional Sentences

应付外来电话

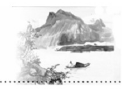
1. Could you speak more slowly, please?
   请说慢一点好吗？
2. Could you speak a little louder, please?
   请说大声一点好吗？
3. Could you hold the line, please?
   请别挂断好吗？
4. I'll put you through.
   我这就为您转接。
5. Go ahead, you're through.
   请讲，您的电话已接通。
6. I'm afraid the line is busy (engaged).
   恐怕电话正占线。
7. I'm afraid there's no guest/employee/restaurant…with that name.
   恐怕没有叫那个名字的客人/职员/餐厅……
8. I'm afraid your party was cut off.
   对方恐怕已经挂断了。

酒店内部转接电话

1. Could you put me through to Room 808, please?
   请帮我接通 808 号房好吗？
2. I'm afraid there's no reply from Room 808.
   恐怕 808 号房没有人接听。
3. Would you like to leave a message?
   您给他留言好吗？
4. I'll put you through to the Message Desk.
   我帮您接通留言台。
5. I'm afraid you dialed the wrong number.
   您恐怕拨错号码了。

帮助客人拨通电话

1. A person-to-person or station-to-station call, sir?
   先生，您是打叫人电话还是叫号电话？
2. You may call direct from your room, sir.
   先生，您可以直接由客房打出去。
3. The charges vary according to the types of call you make.
   费用根据您打电话的种类不同而有差别。



4. The cheapest is station-to-station call, then a person-to-person call.
   最便宜的是叫号电话，然后是叫人电话。
5. The mini charge will apply for the first three minutes, then each additional minute will be charged.
   最低费用适用于前三分钟，其后每多一分钟再追加一分钟的费用。
6. The country codes are listed in the Services Directory in your room.
   国家代码列表在您房间的服务指南上。

Classroom Activities

Activity I Complete the Following Dialogues

Making an International Call

Context: Mr. Steve wants to make an international call in the hotel, and he is asking for help to the hotel operator.

(S=Staff G=Guest)

S: Good morning. This is the Hotel Operator. May I help you?

G: Yes. This is John Steve in Room 304. ____________________(我想打国际电话。)

S: Mr. Steve. We offer IDD and DDD services in our hotel. So you may call directly from your room. ____________________(它比通过接线员转接电话要便宜一些。)

G: Oh, Would you please tell how to do that?

S: Certainly, sir. ______________________

(请拨国家区号、地区号和你想要拨的电话号码。)The country codes are listed in the Service Directory in your room.

G: I see. Thanks a lot.

S: You're welcome, sir.

Activity II Discussion Topics

(1) How do you greet a caller in the morning (afternoon/evening)?
(2) What is a collect call?
(3) How do you tell the guest to operate the wake-up call with his phone in the room?
(4) How to leave a message by phone?
(5) If you can't answer the question the guest asked, what should you do?

Activity III Make Dialogues According to the Given Situations

Role-playing 1

Guest: You want to be woken up at 6: 30 tomorrow morning, so you call the operator.

Operator: You help the guest to operate the wake-up call with his phone in the room.

Role-playing 2

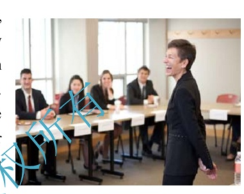
Guest: You want to make a long-distance call. But you don't know how to make it.

Operator: You politely tell the guest in details how to do that.



Extended Reading

Human Resources Management



1. Shifting travel markets, world-class competition, and escalating operating costs are forcing hospitality and tourism organizations to pay more attention than ever before to the needs and desires of their customers. This means that companies have to find ways to become more responsive and create greater value for their customers. In other words, they have to devise system to facilitate the delivery of improved customer service.

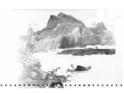
2. The quality of an organization's service delivery hinges in part upon its people. How frontline personnel act as a determining influence on customers' perceptions of service quality and, in turn, on the overall level of customer satisfaction. However, even employees who are not directly involved in serving the customer have an indirect impact on customer satisfaction by means of the backup support they provide to frontline staff.

3. More effective human resource management practices are a prerequisite to improved service quality in the hospitality and tourism industry. It is based on two key premises.

4. Firstly, service in the hospitality and tourism industry involves an interpersonal transaction that takes place between a customer and a complex human delivery system. It is the interaction between the frontline employee and the customer, know as the "service counter " or the "moment of truth", that has the most direct impact on the customer's level of satisfaction and overall perception of the organization. However, all employees play a role in the service delivery process. To ensure consistently high service, it is important that these human resources be well managed and their talents be fully utilized.

5. Secondly, the management of human resources is the responsibility of all managers and not just the concern of human resource specialists. All managers work with people in their department and have responsibility for a wide range of human resource concerns in their day-to-day roles. Thus all managers, whether they work in human resources or in operations, marketing, accounting, finance, engineering, or any other department, are "department"or "human resource managers".

6. To take full advantage of their employees' skills as a key competitive weapon, managers must have a "people perspective" and take human resource issues into consideration



as they formulate and implement business objectives and plans. Organization whose managers succeed in practicing effective people skills as they carry out their primary business functions are most likely to engender satisfied employees and repeat customers, both of which are essential to sustaining a competitive advantage in the 21st century.

7. Organization that leads in customer service not only know who their customers are and what they expect, but also convey this information to the employees who are responsible for meeting customer demands. Excellent service depends on management practices that favor an integrative company committed to customer orientation. Certain skills have been identified as critical to the effective management of all human resources, such as communication and interpersonal interaction, leadership, motivation, conflict resolution, stress management, decision making, training structure and organization development.

Questions for Discussion

1. Why do hospitality and tourism organization have to pay more attention than ever before to the needs and desires of their customers?

2. What dose the quality of an organization's service delivery depends on in part?

3. What has a determining influence on the overall level of customer satisfaction?

4. What do you know about the human resources management?

5. What are the probable factors that force hospitality and tourism organization to pay more attention to their customer's needs?



Exercises

I. Give the terms or phrases according to the meanings.

1. resource	A. create, inflict
2. perspective	B. a way of regarding situations or topics etc.
3. responsive	C. a source of aid or support that may be drawn upon when needed
4. engender	D. finding a solution to a problem
5. transaction	E. undergo (as of injuries and illnesses)
6. resolution	F. the act of transacting within or between groups
7. sustain	G. readily reacting to suggestions and influences
8. motivation	H. recognize as being; establish the identity of someone or something
9. identify	I. make easier
10. facilitate	J. the condition of being motivated

II. Translate the following sentences into English.

1. 酒店的服务质量主要取决于酒店的工作人员。(hinge…upon)



2. 这次洪水对当地经济有很大影响。(have an impact on)
3. 大学生们充分利用自己的知识支援贫困山区。(take advantage of)
4. 致力于提高服务质量的酒店应该对员工进行培训。(committed to)
5. 他很少考虑他人的利益。(take…into consideration)
6. 他们负责这层楼的安全。(be responsible for)
7. 一线的工作人员如何行动对顾客的满意度有决定性的影响。(frontline)
8. 随着科技的发展，人们必须学习更多的知识，使自己工作称职。
9. 为了确保持续的高质量服务，重要的是很好地管理人力资源。
10. 人事调查工作由人力资源部负责执行。

III. Translate the following sentences into Chinese.

1. Hospitality and tourism organizations are paying more attention than ever before to the needs and desires of their customers.

2. Employees who are not directly involved in serving the customer have an indirect impact on customer satisfaction.

3. It is the interaction between the frontline employee and the customer, that has the most direct impact on the customer's level of satisfaction and overall perception of the organization.

4. The management of human resources is the responsibility of all managers and not just the concern of human resource specialist.

5. The hotel management should take human resource issues into consideration as they formulate and implement business objectives and plans.

6. Excellent service depends on management practices that favor an integrative company committed to customer orientation.

7. The new airport will facilitate the development of tourism.

8. While we continue to develop hoteliers, we also focus on the other areas of hospitality management.

9. Have you thought about the difficulties that this job will cause you?

10. You should take advantage of it.



Writing

宣传手册

宣传手册是产品促销的手段之一。通过宣传手册，客人可以了解酒店的品牌、规模大小、管理模式和产品特色，从而更好地做出选择。宣传手册通常包括几部分：简介、地理位置、交通条件、客房、餐饮、商务设施、娱乐设施、旅游便利条件等。



Hotel Brochure

Sample

Welcome to The Great Wall Hotel, ideally in the heart of the cultural and commercial center of China, Beijing's central business district and diplomatic district are nearby, as are the Agricultural Exhibition Center and the China International Exhibition Center.

Location and Travel

Our hotel provides an ideal base for shopping and exploring The Forbidden City, Tian'anmen Square, and the famed Silk Market. Beijing Capital International Airport is just a 20-minute drive away.

Room & Suites

The spacious lobby warmly welcomes you into our hotel. Let our bellmen handle your luggage as you check in at our 24-hour front desk. We have 800 warm and cozy guest rooms. For an additional level of comfort, our Executive and Elite floors include well-appointed lounges and benefit packages.

Business Facilities

If business brings you to Beijing, our collective meeting/function space of over 1 600 square meters, including our 1 200 square meters Grand Ballroom, provides great versatility. Whether you're planning a five-person gathering, board meeting for 20, or an extravaganza for 1 000, you'll find exactly what you're looking for.

Food Service

Our hotel is home to four of Beijing's finest restaurant, each unique in flavor and setting. Our restaurants serve authentic Chinese, French and Italian cuisines with a myriad of seasonal promotions offered continuously throughout the year.

Enjoy a warm welcome and total convenience at The Great Wall Hotel.

Practical Writing

Directions: For this part, you are allowed to write *a Hotel Brochure*. You should write at least 150 words according to the information given below.

请为天华大酒店拟订一份宣传手册。注意语言流畅，内容引人注目，形式可以变化多样。建议内容如下。

该酒店基本资料：位于市中心，离展览中心 5 分钟路程，离机场 50 分钟左右车程，离体育中心 30 分钟车程；有房间 300 间，包括各种套房 100 间；设有一个行政楼层；有容纳 500 人的多功能会议厅；各种娱乐设施包括网球场、泳池、桑拿房等；有泰式、日式、中式和法式特色餐厅，意大利式咖啡厅和酒吧。

Unit 5　Foreign Currency Exchange

Key Points Teaching, Learning & Assessment

☞**Subject Description**



一般情况下，酒店对居住在本店的客人提供货币兑换服务。酒店为了方便广大顾客使用货币，除了提供外币兑换服务以外，还提供现钞大小金额的兑换服务。

☞**Teaching Objectives**

After learning this unit, you will grasp:

1. The way to exchange foreign currencies for the guests. 为客人兑换外币的方法。

2. The appropriate expressions to exchange foreign currencies for guests. 为客人兑换外币采用的合适的表达方式。

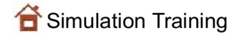
3. Have ability to communicate with guests by related sentence pattern about exchanging foreign currency skillfully. 能够熟练运用有关兑换外币的语句与客人交流。

★ Key Points in the Unit

Eight Steps to Offer Foreign Currency Exchange Service

- Greet the guest. 问候客人。
- Introduce today's exchange rate to the guest. 介绍今日汇率。
- Ask the guest how much he wants to change and receive the money from the guest. 询问客人要换多少钱并接收客人递过来的外币。
- See the passport of the guest. 查看客人的护照。
- Fill in the exchange memo. 填写外汇兑换水单。
- Tell the guest about the money amount of changing. 告知客人所兑换的金额。
- Give the money to the guest and ask him to count. 把兑换的钱给客人，并要求客人清点。
- Give the receipt to the guest, and ask him to keep it well. 把收据给客人并要求他妥善保管。





Simulation Training

Situational Case



Case 1

Normal Procedure of Money Exchange

Context: A guest wants to exchange some money, a clerk receives him.

(S=Staff G=Guest)

S: Good afternoon. What can I do for you, sir?

G: I'd like to change some US dollars into Chinese RMB.

S: How much would you like to change?



G: 700 US dollars. What's the exchange rate today?

S: The present rate is 6. 85 Yuan to 1US dollar.

G: Is it the same rate as the bank gives?

S: Exactly the same. That will be 4 795 Yuan. I'll make out a foreign exchange memo for you. This will only take a moment… May I have your name please?

G: Tom Smith.

S: And your room number, please?

G: Room 2015.

S: May I have a look at your passport?

G: Yes, there you are.

S: Thank you. (He gives it back after checking.) Please sign here on the exchange memo, please.

G: Sure.

S: Mr. Smith, here is your money. Would you count them, keep this exchange memo, please?

G: What's the use of the memo?

S: You will be asked to produce it in order to change the RMB back to US dollar before you leave. I'm sure you know RMB cannot be taken out of the country.

G: I see. I will take good care of it.

S: Thank you. And have a good day, sir.



Case 2

Going to the Bank of China for Changing

Context: A guest wants to exchange 1 000 US dollars, but the clerk couldn't help him according to hotel's regulation.

(S=Staff G=Guest)

S: Good morning, sir. Can I help you?

G: Good morning, I'd like to change some KRW and US dollars into RMB.

S: I'm afraid that you'd better go to change KRW in the Bank of China, for we can't change KRW. But you can change US dollars here. The exchange rate of US dollars to RMB is 1:6.52. How much would you like to change, sir?

G: I have to change 2 500 US dollars.

S: I'm very sorry, sir.

G: Why?

S: I understand your situation. But we have to place a limit on exchange for the benefit of all our guests. If we change large amounts, we'll run out of cash supply and be unable to oblige our other guests.

G: How can I get to the Bank of China?

S: It's very convenient. Please go out of our hotel, turn left and you will see the Bank of China.

G: Thanks a lot. Goodbye.

S: Goodbye.

Common Words

currency	['kə:rənsi]	*n.*	货币
memo	['meməu]	*n.*	(memorandum 的缩写)备忘录，协议
exchange rate			汇率
exchange memo			兑换水单
bill	[bil]	*n.*	钞票
full exchange			全向兑换
denomination	[diˌnɔmi'neiʃən]	*n.*	(重量、长度、货币等)单位或类别，面额
regulation	[ˌregju'leiʃən]	*n.*	规章，规则
business hour			营业时间
make an exception of			为……破例



all-day tour			全日游
benefit	['benifit]	*n.*	利益，好处
oblige	[ə'blaidʒ]	*v.*	施恩于，答应……的请求

Notes to the Dialogues

1. The present rate is 6.85 Yuan to 1 US dollar. 现在的汇率是 1 美元兑换 6.85 元人民币。

汇率的表达方法：

(1) Our exchange from US dollar to RMB is …

(2) Today's rate of exchange is 6.85 to the dollar.

(3) Today's exchange rate is 6.85 Yuan for 1 US dollar.

(4) According to today's exchange rate, 1 US dollar in cash is equivalent to 6.85 Chinese Yuan.

2. the exchange rate 外汇兑换率

汇率就是两种不同货币之间的比价。外汇的兑换率是随外汇市场每天的行情波动变化的。

Functional Sentences

兑换外币

1. I'd like to change these US dollars into RMB.
   我想把这些美元兑换成人民币。
2. Could you fill out this form，please?
   请您填写这张表格好吗?
3. The exchange rate of US dollar to RMB is 100:823, that will give you RMB××Yuan.
   美元兑人民币的兑换率是 100:823，那就是说该给您××元人民币。
4. Would you like it in small or large bills?
   您想要小额的还是大额的钞票？
5. Please keep the receipt, you'll have to produce it when you want to change your money back.
   请保管好收据，您要换回钱币的时候需要出示它。
6. I'm afraid that we only offer one-way change.
   恐怕我们只提供单向兑换。
7. We have a change limit of US dollar ×× between 9 p.m. and 8 a. m..
   在夜晚 9 点到早上 8 点之间，我们有××美元的兑换限额。
8. You may go to the Bank of China to change your money.
   您可以在中国银行进行兑换。

9. If we change large amounts, our cash supply runs out and we're unable to oblige our other guests.
   如果我们兑换大额的款项而造成资金短缺，那么我们就无法为其他的客人提供服务了。
10. We hope you can understand.
   希望您能谅解。

Classroom Activities

Activity I Guess What Will Be Said

G: I____________________to change some US dollars and I'd like to know today's exchange rate.

S: According to today's exchange rate, every dollar in cash ____________________ RMB 6.68 Yuan.

G: Well, I'll change one hundred and here's the money.

S: Would you please____________________?

G: All right.

S: Please write your name, passport number and room number on the slip.

G: Here you are.

S: Thank you. You'll have it right away. Will you____________________your name here on the memo?

G: OK. By the way,____________________what I should do with the RMB left with me?

S: You'll have to go to the Bank of China or the airport exchange office to change it back into dollars.

G: I see. Thanks.

S: ____________________

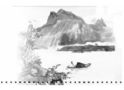
Activity II Translation

1. 您要兑换多少钱？
2. 今天的汇率是 6.5 元人民币兑换 1 美元。
3. 您可以去中国银行或者去机场海关的兑换处。
4. 我想要兑换 500 英镑。
5. 请您在兑换水单上签字。

Activity III Make Dialogues According to the Given Situations

Role-playing 1

Guest: You want to exchange 100 US dollars into RMB, but you don't know today's exchange rate.



Cashier: Answer the question about the exchange rate and service fee and serve the guest professionally.

Role-playing 2

Wang Li, a trainee cashier, is now receiving a foreign guest, who wants to exchange some foreign currency for RMB.



Extended Reading

The Importance of Security in a Hotel



1. It is well-known that the front office is a hotel's communication center, and also a vital link between the hotel management and the guest. When a guest encounters fire, illness, theft, or any other emergency, he or she will certainly call for assistance. Usually the front office makes the response. The staff on duty at the front office cannot leave and resolve the emergence because they must continue to provide communication services and process financial transactions to other guests of the hotel. Under this situation, the security department staff must react immediately and serve the guest efficiently.

2. The security department is generally regarded as a passive department, for it won't act unless being called on. In reality, it is an active department, setting policies, organizing programs, and delivering training programs to promote guest and employee safety. The director of security is a trained professional who must ensure a hotel, no matter how busy it may be, i. e., filled with guests, employees, and equipment, to stay safe. One of the department's goals is to prevent emergencies through planning. Another goal, however, is to train all hotel employees to respond to emergencies.

3. Nowadays, most of the world famous hotels have adopted the strategies called "Crime Prevention Through Environmental Design" (CPTED). CPTED is part of a total security package. It can include anything and everything from the presence of security or loss prevention officers at a property to plans for protecting the interior, lobby, and guest rooms; exterior and parking area; and the surrounding neighborhood. Its goal is to keep the criminals from breaking into any area of the property; it accomplishes this by subtly making the environment uncomfortable for them.

4. The hotel priority areas in CPTED include the following aspects.

(1) Building entrances. A hotel should be built in the way that all entrances are inviting, brightly lit with no obstructing shrubbery. During night, side entrances should be restricted by use of card readers so that non-registered guests must pass through the lobby and past the main check-in desk.

(2) Hotel lobbies. They should be designed to be visually open, with minimal blind



spots for front desk employees. Lobbies also should be designed so that persons walking through the front door must pass the front desk to reach the guest room corridors or elevators.

(3) Guestrooms. The electronic locking systems are used to create an environment where keys are automatically changed when a new guest checks in; locks also can be used to determine the last person to enter the room.

(4) Guest amenities. The hotel should design its new properties with glass doors and walls to allow for maximum witness potential when it provides swimming pools, exercise rooms, vending areas, and laundry facilities. House phones should be added in these areas so as to make it possible for guests to call for help if they feel uncomfortable or threatened by anyone.

(5) Exterior of the property. There should be bright lighting at walkways and entrances. Traffic should be directed to the front of the hotel property to make would-be criminals as visible as possible. Entrances to the hotel grounds should be limited. Landscaping, such as hedges and shrubbery, can also create aesthetically pleasing barriers to promote the desired traffic and pedestrian flow.

5. It is very important for the hoteliers to provide a safe and secure environment for guests. They should do their utmost to make the guest feel as if they are at home when they stay at the hotel. Hotel operators must determine how to make operating an in-house security department cost-effective. As terrorism continues to pose a threat to targets such as hotels, subways, airports and so on, security has never been more important. With this reality, global hotel companies are undoubtedly concerned with how to strike that delicate balance between security and guest convenience.

6. The front office manager should be fully aware of security problem and the front office also help provide this essential service to guests. While talking about the security problem of the hotel, hoteliers need to address it and examine what steps they can take to either protect or respond to it. It should be positive because guests see the hotel operators as a deterrent against possible crime and terrorism. Today's guests expect to be protected, so the hotel industry should be discussing security measures openly, sharing best practices instead of worrying about how it looks. Therefore, for the hotel operators, it may be a fulltime approach to meet the challenges of providing security for guests and employees, while part-time efforts to control crises in a hotel may be shortsighted.

Questions for Discussion

1. What are the functions of the security department?
2. What are the goals of the security department of a hotel?
3. What does CPTED mean? And what's its goal?
4. What do you think the importance of the security department?
5. What's your opinion about how to improve the security measure?





Exercises

I. Give the terms or phrases according to the meanings.

1. encounter	A. inside
2. emergency	B. a casual meeting with a person or thing
3. shrubbery	C. sell or offer for sale from place to place
4. assistance	D. a sudden unforeseen crisis that requires immediate action
5. vend	E. a fence formed by a row of closely planted shrubs or bushes
6. hedge	F. aid; help
7. interior	G. an area where a number of shrubs are planted
8. exterior	H. absolutely necessary
9. vital	I. outside
10. utmost	J. the greatest possible degree

II. Translate the following sentences into English.

1. 保安部的人员要立刻做出反应，高效地为客人服务。

2. 所有物料的递送和分派都应该经由酒店安保部来完成。

3. 我们经过检查酒店安保摄像机，发现有 4 个修理工在 20 分钟前进入大楼。

4. CPTED 在国外已经倡导运用了几十年，并有着相当丰富及成功的经验，而在我国，此领域的研究还属于薄弱环节。

5. 认真值勤，确保酒店安全。

6. 组织并协调保安部的各项活动，目标为确保所有酒店客人和员工的生命、财产以及酒店财产的安全。

7. 这能够确保所有酒店客人在游泳池区域内的安全。

8. 酒店内部设计独特，格调别树一帜，装饰富有浓厚的欧陆色彩。

9. 我真的很感激你的帮助。

10. 这大概是最重要的一步。

III. Translate the following sentences into Chinese.

1. Hotel safety and security is a growing concern among travelers through the world.

2. When there is a choice, travelers will seek out a hotel property that has superior security amenities.

3. The bomb exploded while the plan was take off from Paris to New York.

4. For maximum effectiveness, there must be an obvious and distinct design transition as you enter the hotel from the public street.

5. Key-card control is computer-based.



6. Security facilities are important to travelers, especially the elderly and women traveling alone.

7. He was too shortsighted to think about the project.

8. The guests should take into account the proposals of the hotel security manager.

9. These matters are vital to the national security.

10. The security department is generally regarded as a passive department.



Writing

结账单

酒店结账单是酒店记录客人在酒店各项消费及金额的凭据，它通常包括以下信息：客人姓名及人数、结账日期、房号及价格、消费项目及金额、付款方式等。

Check-out Form

Sample

Check-out Form **No. 1353745**		
Name:		No. of Persons:
Company:		Dates of Arrival & Departure:
Room No.:		Price:
1	Meals:	
2	Breakfast:	
3	Laundry:	
4	IDD Call:	
Total:		

Practical Writing

Directions: For this part, you are allowed to design *Check-out Form*. You should write at least 50 words according to the information given below.

假定你是酒店前厅收银员，请为住在本酒店的来自芝加哥的 Mike Smith 夫妇准备一份结账单。建议内容包括：房号、房价、住店时间、用餐与其他消费项目及费用，并计算出消费总额。

Unit 6 Handling Problems and Complaints

Key Points Teaching, Learning & Assessment

☞**Subject Description**

使每一位宾客满意是一家酒店努力的方向和工作目标，但是，作为一家运营中的酒店，没有投诉也是不太可能的。为了能够使每一位抱怨的客人都能转变为满意的客人，还要让他们成为酒店的忠实客人，酒店需要分析宾客投诉的原因，树立正确的投诉理念，妥善运用投诉处理技巧和服务补救来处理宾客抱怨。对酒店中的主管、经理来说，能运用合适的语言、恰当的方法解决客人投诉尤为重要。

☞**Teaching Objectives**

After learning this unit, you will grasp:

1. The skills to receive guests who approach you with complaints. 接待投诉客人的技巧。

2. The appropriate expressions to make apologies to guests who are complaining. 向投诉的客人道歉采用的合适的表达方式。

3. Have ability to communicate with guests by related sentence pattern about handling complaints skillfully, and solve some urgent problems for guest. 能够熟练运用有关处理投诉的语句与客人交流，并能帮助客人解决紧急问题。

★ Key Points in the Unit

Eight Steps to Complaint Resolution

- Provide customers with the opportunity to complain. 为客人提供机会抱怨。
- Give customers your full and undivided attention. 给客人全身心的关注。
- Listen completely. 仔细倾听。
- Ask the key question: “what else? ”询问：“还有呢？ ”
- Agree that a problem exists; never disagree or argue. 同意问题的存在，绝对不要反对争辩。
- Apologize. 道歉。
- Resolve the complaint. (Ask again: “what else? ”)解决投诉。(再次询问:“还有呢？ ”)
- Thank the customer for bringing the complaint to your attention. 感谢客人的投诉。

Tips

“客人永远不会错”是19世纪后期欧洲著名的瑞士籍饭店业主塞萨·里兹提出的，是大饭店时期的饭店经营格言。“客人永远是对的”则是20世纪初美国的饭店业主斯塔特勒提出的至理名言，至今仍被饭店业主们推崇恪守。因此，斯塔特勒被公认为现代饭店的创始人，他建造的饭店被誉为世界现代商业饭店的里程碑。





Simulation Training

Situational Case



Case 1

Slow Delivery of Luggage

Context: A guest who has just checked in calls the Bell Service, complaining about his luggage not being sent up.

Pre-reading questions:

(1) Why is it that the delivery of luggage is slow today?

(2) How does the clerk apologize to the guest?

(S=Staff G=Guest)

S: Good afternoon, Bell Service. Li Hua speaking. May I help you?

G: Yes, I checked in half an hour ago. Why hasn't my luggage been sent up yet?

S: I'm sorry, sir. May I have your name and room number, please?

G: Tom Wilson, Room 1216.

S: I'm sorry, Mr. Wilson. Two travel groups were checking in this afternoon, and the luggage has to be sent one floor at a time.

G: How long need I wait for it?

S: Don't worry, Mr. Wilson. I'll check them for you. Would you please give me some features of your luggage?

G: Certainly. I have three bags. One is a small black suitcase and the other two are big brown suitcases.

S: Is your nametag attached to it?

G: Yes.

S: Just wait a moment, please…Oh, Mr. Wilson, sorry to have kept you waiting. Your luggage is already on the way.

G: Thank you.



Case 2

Handling a Complaint in a Restaurant

Context: A guest is having his dinner in the restaurant and complaining that the dish is not good. The captain comes to deal with it.

(C=Captain G=Guest)

C: Good evening, sir. Is everything to your satisfaction?

G: No, the steamed crab your waiter recommended is not very fresh.

C: Oh, I'm sorry to hear that. This is most unusual. We have fresh crabs every day.



G: It smells terrible and I feel unhappy with it.

C: I'm awfully sorry. Would you like me to change another one for you? That would be on the house, sir.

G: No, I don't want to try your crab again. This is really annoying.

C: Maybe you can try our fried river shrimp. It's today's speciality. We'll cross the crab off your bill.

G: That's all right.

C: And would you like a delicious dessert, with our compliments?

G: Fine, thank you.

C: We do apologize for that. Please be assured that we will look into the matter. I'm sure this won't happen again. Please enjoy your dish, sir.



Case 3

Handling Laundry Damages

Context: A guest is calling the Laundry Center complaining about her damaged clothes. (S=Staff G=Guest)

S: Good afternoon, this is the Laundry Center. How may I help you?

G: Yes, I'm Mrs. Carter in Room 1206. I just received my laundry and I had a lot of complaints.

S: I'm sorry to hear that. What is the problem, madam?

G: First, I sent a sweater to the laundry but it has come back shrunk. You must have washed it in very hot water. And I also sent a silk dress which was a little bit burnt.

S: I'm sorry you didn't enjoy our usual good service. In such a case, the hotel should certainly pay for the damage.

G: How will I be refunded?

S: According to the hotel policies, we pay an indemnity no more than 10 times the laundry charge. I hope you can understand us.

G: What's the laundry charge, then?

S: A total of RMB 60.

G: RMB 60? It means I can only get RMB 600 for compensation. That's unfair.

S: We do apologize for all the inconvenience, madam. But it is the regulation.

G: Should there be something RMB 1 000?

S: If you insist on that amount, I'll get the manager to talk to you.

G: I hope so.

S: I'll do my best to help you, madam. Please wait for a moment.





Case 4

Dealing with the Complaint from the Housekeeping

Context: Mrs. Green in Room 1188 calls the room attendant at the Housekeeping Department because the water closet can not be used, and there is something wrong with the air-conditioner as well.

(R=Room Attendant G=Guest)

R: Good evening, Housekeeping Department. What can I do for you?

G: This is Mrs. Green in Room 1188. The water closet can not be used and there is something wrong with the air-conditioner as well.

R: May I know what's wrong?

G: The water closet is clogged. When I flushed it, it overflowed. The room is very cold.

R: We do apologize for the inconvenience firstly. My name is Xu Dan. Our repairman will come to your room within five minutes.

G: That's fine. (Fifteen minutes later)

R: Hello, this is Xu Dan speaking. Is everything all right?

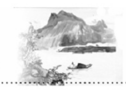
G: Everything is OK. Thank you.

R: You're welcome. We have sent you complimentary flowers to express our regrets for all the trouble. A chambermaid with the flowers is waiting out of your door. Please open your door.

G: Thank you very much indeed. I'll go to open the door.

Common Words

argue	['ɑ:gju:]	*v.*	争吵，辩论
overflow	[ˌəuvə'fləu]	*v.*	溢出
as soon as possible			尽快
reasonable	['ri:znəbl]	*adj.*	合理的，适度的
be annoyed with			对……感到烦恼
reputation	[ˌrepju'teiʃən]	*n.*	声誉，名声
be dissatisfied with			对……不满
settle complaint(s)			解决投诉
claim	[kleim]	*v.*	索赔
take action(s)			采取行动
complaint	[kəm'pleint]	*n.*	投诉
unacceptable	['ʌnək'septəbl]	*adj.*	不能接受的
complain about			抱怨
understanding	[ˌʌndə'stændiŋ]	*n.*	谅解



deal with/handle/take care of	处理
with our compliments	免费享用
out of order	出故障，不整齐
cross … off …	去掉，删掉

Notes to the Dialogues

1. Is your nametag attached to it? 请问您是否把行李牌挂到行李上了？

此处的“is attached to”为现在时的被动语态，表明一种状态。然而，汉语习惯用过去概念来表达同一个意思。

2. Is everything to your satisfaction? 一切都满意吗？

为了确保客人用餐愉快，服务员要诚恳地询问客人对菜肴和服务是否满意。

3. This is most unusual. 这很少见。

这是客人投诉后，为了挽回餐厅名誉，经常说的一句话。

Functional Sentences

询问发生了什么

1. What happened, sir? 先生，请问发生了什么？
2. What is the matter, sir? 先生，请问发生了什么？
3. Anything wrong, sir? 先生，请问发生了什么？
4. Could you tell me what happened exactly?
   您能告诉我到底发生了什么事情吗？
5. Would you mind explaining to me what happened exactly?
   您能告诉我到底发生了什么事情吗？

表示歉意和关注

1. I'm terribly sorry to hear that.
   听到这样的事情，我真是非常遗憾。
2. I'll attend to/take care of this right away.
   我马上来处理。
3. I'll look into this matter at once.
   我马上去查清这件事情。
4. I'll send a chambermaid immediately.
   我马上派一个房间服务员过去。
5. We might have overlooked some points.
   我们可能忽略了一些细小的地方。
6. We do apologize for the inconvenience.
   我们为给您带来的不便深表歉意。
7. There could have been some mistake. I do apologize.
   可能是出了什么差错，实在是对不起。

表示同情

1. I understand how you feel now.
   我完全理解您现在的感受。
2. We understand that you are upset about the long wait but you see, we are terribly short of hands.
   我们理解您等候的时间长了，给您造成不适；但是请您谅解，我们真的是人手太少了。
3. We are terribly understaffed/busy.
   我们实在是人手太少了/太忙了。
4. I sympathize with you and I will try my best to help you.
   我十分同情，我会全力帮助您的。

解释事实/原因

1. I'm sure the waitress didn't mean to be rude to you.
   我肯定那个女服务员绝对不是故意对您无礼的。
2. To tell you the truth, we are terribly busy/short of help.
   坦率地跟您说，我们实在是太忙/太缺人手了。
3. The previous guest checked out late and you demand immediate access to your room. So the chambermaid didn't have time to make up the room.
   上一位住客很迟才退房，而您要求马上入住，所以服务员没有时间来整理房间。
4. You put the "DND" sign on the knob, so the chambermaid didn't make up the room.
   您把"请勿打扰"的牌子放在门把手上了，所以服务员没有来整理房间。

提供解决方案

1. If you please get your luggage ready, we would move you to another room.
   如果您能把行李整理好，我们就把您安排到别的房间去。
2. I will send a porter to help you with the luggage.
   我派个行李员来帮您搬行李。
3. To express our regret for all the trouble, we offer you a 10% discount/complimentary flowers.
   我们给您带来了这么多麻烦，为了表达歉意，特为您提供9折/免费花篮。
4. Please allow me to send a chambermaid to your room to help you look for it again thoroughly.
   请允许我派一个服务员来帮您再仔细找找。

Classroom Activities

Activity I Complete the Following Dialogues

G: Boy, come here.



W: ________________________(您吃得满意吗？)

G: No. The steak was recommended, but it is not very fresh.

W: ________________________(真对不起，我给您换一盘。)

G: So what? It is not fresh and I'm not happy about it.

W: ________________________(很抱歉，先生。您想要试其他东西吗？我们可以免费送您食物。)

G: No. I don't want to try something else, and find it is not fresh again.

W: ________________________(来一份美味的甜食，免费送您，好吗？)

G: I'm not so keen on desserts as a habit. They are fattening.

W: ________________________(那好，先生。这是您的账单。我已经把牛排划掉了。请问您住几号房？)

G: Room 1108.

W: ________________________(请在账单上签名。我保证您下次来的时候一切都会好的。)

G: Don't be so sure of it yet. I'm very critical and demanding.

W: ________________________(我们对我们的厨师很有信心。只要再给我们一次机会，您会发现这家餐馆是名副其实的。)

G: All right. I'll come again.

W: ________________________(非常感谢，先生。)

Activity II Discussing in the Class

Look at the following example and fill in the table after discussing with your partners.

Complaints (Tasks)	Apology	Action
This room is mess.	I'm sorry.	I will send chambermaid to clean it right now.
I ordered coffee, not tea.		
I can't get the shower work.		
Our sheets haven't been changed.		
This steak is not fresh.		
It's really noisy with the big machine working.		
The service in the hotel restaurant is too slow, and I have to catch for the train.		
My dress is run after washing in the hotel laundry.		

Activity III Make Dialogues According to the Given Situations

Act out the solutions with your partners according to the cases we have learnt.





Extended Reading

Promotion

1. Another major administrative function is the promotion of the hotel. Promotion involves making the public aware of the hotel and trying to attract customers. Promotion is carried on by advertising, which is paid promotion, or by publicity and public relations, which are unpaid promotion. Advertising for any hotel is dictated by such factors as the nature of the operation, its market, and the different advertising media that are available. In general, resort hotels do more direct advertising than other kinds of hotels. They try to advertise in the area from which most of their customers come. A resort hotel on the Mediterranean Sea, for example, directs most of its advertising to urban centers in Northern



Europe, where people are often interested in sun and sea vacations. The media used for advertising may range from matchbooks or ashtrays that the guests take home with them to display ads in magazines and newspapers, and to radio campaigns. Television advertising is so expensive that it is generally restricted to the major international chains, such as Hilton or Sheraton.

2. Travel agents and travel writers play an important part in referring their clients or readers to one hotel or another. Therefore, a common public-relations practice is to offer these agents and writers free hospitality and lavish entertainment in order to ensure their good will. There is, however, no guarantee that these amenities will always result in favorable reactions on the part of the recipients. Other public-relations efforts also attempts to gain and hold the good will of people in the local community or if others who may help to bring convention business to the hotel.

3. Generally, publicity involves getting press, radio, or television coverage for events that occur at the hotel, events that will enhance the hotel's image. The publicity may be in the form of pictures of a celebrity who is a guest at the hotel, or it may be a news story about a political meeting in the hotel that attracts national or even international attention. A television shot of a speaker that also shows the name of the hotel would be considered excellent publicity.

4. There is also a negative aspect to hotel public relations. This often takes the form of preventing stories from reaching the news media that may be harmful to the hotel. This often depends on the good relationship that the hotel's promotion staff has with the local authorities, the press, and the community in general.

Question for Discussion

1. What role do the managers usually play in the hotel?



2. What is the most important in the promotion?
3. What should we do if a staff refuses to take what he should do?
4. How to choose suitable candidate?
5. When dealing with personnel promotion, what do you think we should pay attention to?



Exercises

I. Give the terms or phrases according to the meanings.

1. media	A. act of raising in rank or position
2. promotion	B. determined or decided upon as by an authority
3. coverage	C. a race between candidates for elective office
4. campaign	D. a person who gets something
5. press	E. newspaper writers and photographers
6. dictate	F. of or relating to or responsible for administration
7. recipient	G. a widely known person
8. resort	H. the extent to which something is covered
9. celebrity	I. a means or instrumentality for storing or communicating information
10. administrative	J. a hotel located in a resort area

II. Translate the following sentences into English.

1. 最佳的诱因是一份好的薪水、愉快的工作环境和升迁的可能性。
2. 意见反馈表已经重新设计好了，现在我们要印出来并给每个部门经理送一份。
3. 那我把表装在信封里封上，并亲自送去。
4. 任何违规行为都会被举报并受罚。
5. 要求相关部门提交晋级人员名单。
6. 月评标准已发到各位的电子信箱。
7. 新经理就要入职了，你们准备好定向培训了吗？
8. 由于他们还没有被分配到具体的位置,所以我们想先给他们介绍一下企业文化。
9. 在国际化酒店交流中，语言技能是很重要的因素。
10. 辞职应提前一周提出。

III. Translate the following sentences into Chinese.

1. The usual process is reading the resumes before promotion interviews the applicants. We plan to add a practical test to the interview.

2. We have finished a draft test, now we would like to contact each department for their comments.

3. Our department is responsible for explaining and supervising.

4. Here is the schedule of the meeting, for your reference.

5. We want our employees committed to their duties.

6. The department manager is on maternity leave, we need someone to fill in.

7. The position description should be brief and clear.

8. The salary system is position-based.

9. Insurance is covered in the payment.

10. This position needs someone who is experienced rather than with brilliant academic achievements.



Writing

感谢信

感谢信一般用于得到别人的帮助，需要写信表感谢的情况。

感谢信的主要段落如下。

1．介绍背景(Background)。

2．得到帮助前的困境(Before help)。

3．得到的帮助(Help)。

4．带来的好处(After help)。

Letter of Thanks

Sample

Dear David,

I am writing this letter to thank you for the guidance you gave me.

I was a perfect stranger when arriving at this position. Once I lost myself for not knowing the way how to do well in my job, although I work hard. The thoughts and the problems puzzled me so much that I could not keep me making progress. At that time, you came to see me during working. You also spent a lot of your valuable time showing me to do my job better. Now I begin to know how to improve my attitude. Yesterday I was promoted as division manager.

Although many people praise me to be a promising staff, I know it is your unselfish action to encourage me to this position. If there were people like you, this place would be a much nicer place.

Your sincerely,

Hui

Practical Writing

Directions: For this part, you are allowed to write *a letter of Thanks*. You should write at least 150 words according to the information given below.

你叫张宇。写信感谢酒店总经理对你的栽培 。

建议内容如下。

1. 参加工作一年多。

2. 英文口语佳，深受酒店商务楼客人好评。

3. 刚被提拔为经理英文秘书。

Unit 7　Check-out

Key Points Teaching, Learning & Assessment

☛Subject Description



客人离开酒店时需要办理离店或者退房手续，这个过程叫作 Check-out。客人办理退房手续包括结账、取行李、归还所借用的酒店物品等环节。结账需要到收银台，既包括住宿费用，也包括使用酒店的其他服务以及在酒店餐厅用餐及在其他部门参加活动或者使用其设施的费用。

☛Teaching Objectives

After learning this unit, you will grasp:

1. The skills to collect cash, bank credit card, and check payment. 接待现金、银行信用卡、支票结账的技巧。

2. The appropriate expressions to complete check-out service for the guests. 为客人提供结账服务时采用的合适的表达方式。

3. Have ability to communicate with guests by related sentence pattern about check-out service skillfully. 能够熟练运用有关结账服务的语句与客人交流。

★ Key Points in the Unit

Eight Steps to Check out

- Greet the guest. 问候客人。
- Ask about the name and the room number. 询问客人的名字和房号。
- Ask the guest to give you the room keycard. 要求客人交回房卡。
- Draw up the bill. 结账。
- Tell the guest the total and give the bill to the guest for checking. 告知客人消费总额，并把账单给客人核查。
- Explain the items if necessary. 如果需要则解释账单。
- Ask the guest how to pay and handle making the payment. 询问客人怎样兑付并办理付款手续。
- Bid farewell to the guest. 与客人道别。

 Simulation Training

Situational Case

 **Case 1**

Checking out in Cash

Context: A guest comes to the Front Desk to check out.

(S=Staff G=Guest)

S: Good morning. May I help you?

G: We're leaving today. I'd like to check out now.

S: May I know your name and room number, please?

G: John Walker, Room 1016.

S: Yes, Mr. Walker. You checked in five days ago on the afternoon of March 21, didn't you?

G: Yes.

S: Just a moment, please. I'll print the bill for you. … Sorry to have kept you waiting. Here you are. This is your bill, RMB 2 180, including 10% service charge. Please check it.

G: OK. Oh, that's right.

S: You have paid an advance deposit of RMB 2 500, haven't you?

G: Yes, here is the receipt.

S: Thank you. This is your invoice and your change, RMB 320. Count it, please.

G: That's quite all right. Goodbye.

S: We hope you'll enjoy your trip, Mr. Walker. Goodbye.

 **Case 2**

Checking out with Credit Card

Context: A guest pays his bill by credit card.

(S=Staff G=Guest)

S: Good morning, sir. Can I help you?

G: I'd like to check out now.

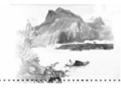
S: May I know your name and room number, please?

G: John Wright, Room 903.

S: Yes, Mr. Wright. Have you used any hotel services this morning?

G: No, I haven't used any services.

S: Please wait for a moment. …This is your bill, Mr. Wright. Four nights at 190 US dollars each and here are the meals that you had at the hotel. That makes a total of 850 US dollars.



G: Can I pay by credit card?

S: Certainly. May I have your card, please?

G: Here you are.

S: Please sign your name here.

G: Oh, here you are.

S: Thank you. Please take your credit card and keep the receipt.



Case 3

Checking out with Traveler's Checks

Context: A guest pays his bill with his traveler's check.

(S=Staff　G=Guest)

S: Good afternoon. May I help you?

G: Yes, I'd like to check out. My name is Peter Smith, Room 1509.

S: Just a moment, please. Mr. Smith, this is your bill. The total is RMB 3 280.

G: May I see the bill?

S: Yes, of course. We charge you for the rate of the room, room service, laundry and drinks. Is it all right, Mr. Smith?

G: Yes, I don't see any problem with it.

S: How would you like to pay your bill?

G: In my traveler's check.

S: I'm sorry, could you please sign your name here, sir?

G: I've signed it.

S: Traveler's checks are not valid until they are counter signed.

G: All right.

S: Thank you and here is your receipt. And is your baggage ready?

G: Yes.

S: I'll call the bellboy to send it down for you.

G: Thank you very much.

Common Words

check out			结账
account	[ə'kaunt]	*n.*	账目，账单
in total			总共，总计
credit card			信用卡
valid	['vælid]	*adj.*	有效的
receipt	[ri'si:t]	*n.*	收据



Notes to the Dialogues

1. pay the bill 结账。

结账的说法：settle the bill，check out，make the payment。

2. traveler’s check 旅行支票。

外币旅行支票是指境内商业银行代售的、由境外银行或专门金融机构印制、以发行机构作为最终付款人、以可自由兑换货币作为计价结算货币、有固定面额的票据。境内居民在购买时，须本人在支票上签名，兑换时，只需再次签名即可。

Functional Sentences

结账基本应对

1. I will calculate/draw up your bill for you.
   我帮您结算账单。
2. Thank you for waiting, Mr. ××, here is your bill. Would you like to check it?
   让您久等了，××先生。这是您的账单，您要核对一下吗？
3. Would you like a breakdown of the bill?
   您的账目要细分吗？
4. That’s much more than I expected.
   那比我预料中的要超出许多呢。
5. Shall I explain some items for you?
   要我解释什么收费款项吗？
6. If you think there is any error in your bill, we can check it for you.
   如果您认为账目有错，我们可以为您核对一下。
7. “L” stands for laundry, and “T” means telephone call charge.
   “L”表示洗衣(费)，而“T”表示电话费。
8. I’m afraid it is not enough to cover the amount/it can’t cover the amount.
   恐怕那不够付账。
9. How would you like to settle the bill/make payment?
   您打算如何付款呢？
10. In cash/By credit card/By traveler’s checks.
    用现金/信用卡/旅行支票。
11. May I have an invoice?
    可以给我开张发票吗？
12. Certainly, sir. May I know the name of your company?
    当然可以，先生。请问贵公司宝号？
13. Here’s your change and receipt/invoice.
    这是您的零钱和收据/发票。
14. I’ll call the bellman to take your baggage down.
    我会叫服务员把您的行李拿下来。



由第三方付款的结账退宿

1. Your bill will be paid by ×× Company/×× Company has arranged to pay your bill.
   您的账单由××公司支付。
2. You make out two separate bills for me?
   可以给我分开两张账单吗？
3. What charges does each bill cover, please?
   请问每张账单包括哪些费用？
4. One bill covers the room rent and telephone rate, and they are paid by our company.
   一张账单包括房费和电话费，这些是由我们公司支付的。
5. May I have your signature, please?
   请您签个名好吗？
6. Could you sign your name here, please?
   请您在这儿签名好吗？
7. May I have two of your business cards, please?
   请给我两张名片好吗？

付款时出现问题

1. I'm sorry, but we are not allowed to accept personal checks.
   对不起，我们不能够接受个人支票。
2. I'm sorry, but we don't accept personal checks according to the hotel policy.
   对不起，根据酒店的规定，我们不接受个人支票。
3. I'm afraid this currency is not accepted in our hotel.
   我们恐怕不能接受这种货币。
4. The figures and the words on the check do not agree.
   这个数字和您支票上写的英文不相符。
5. The credit limit set by the Visa Card office is 1 500 US dollars.
   维萨卡的信用限额是 1 500 美金。
6. We need their permission to extend credit over that amount.
   如果数目超出那个限额，我们就必须得到他们的允许。
7. Would you like to settle the difference in cash?
   您愿意用现金支付差额吗？
8. I'm afraid we have no credit arrangements with your company, madam. You may pay by any of these credit cards instead.
   女士，我们与贵公司恐怕没有信用贷款的协定，您可以改用这些信用卡中的任何一种来付款。

关于延迟退宿

1. If you check out after 12:00 at noon, you'll have to pay half of the rate.
   如果您在中午 12 点以后退宿，就必须付半天的房费。
2. If you check out after 6 p. m., you'll have to pay the full rate.
   如果您在下午 6 点以后退宿，就必须付一天的房费。

算错了账款

1. I'm sorry to hear that.
   很抱歉听到您这么说。
2. I'll check it with the department concerned. Would you mind waiting for a minute?
   我去跟有关部门核对一下。您介意等一会儿吗？
3. There has been an error.
   是我们弄错了。
4. I neglected that detail when I drew up your bill.
   我在开账单时忽略了那个细节。
5. We'll correct your bill by deducting 180 Yuan from the total.
   我们将把账单改正过来，从总额中减去 180 元。
6. Here is the money you overpaid.
   这是您多付的钱。

送别客人

1. Have a nice trip.
   祝您旅途愉快！
2. We hope you enjoyed your stay.
   希望您在这儿住得愉快。
3. We hope you have a pleasant/an enjoyable stay, madam.
   希望您在这儿住得愉快，夫人。
4. We look forward to serving you again.
   我们期待能再次为您服务。

Classroom Activities

Activity I Matching

Match the expression on the left with the best meaning on the right.

(1) cash _______	a. something else that has the same value
(2) receipt _______	b. to reach a particular number or amount of thing
(3) equivalent _______	c. money in the form of coins or notes
(4) total _______	d. a written statement

Activity II Translation

1. 让你久等了，史密斯先生。这是您的账单，您要核对一下吗？
2. 可以给我开张发票吗？
3. 这是您的零钱和收据。
4. 要我解释什么收费项吗？
5. 祝您旅途愉快！



Activity III Make Dialogues According to the Given Situations

Role-playing 1

A guest has stayed in the hotel for two weeks and he is checking out now. The clerk draws up the bill for him. The guest settles the account in cash.

Role-playing 2

A guest has stayed in the hotel for one months and he is checking out now. The clerk draws up the bill for him. And the clerk gives the guest 10% discount for his one-month stay according to hotel's regulation. The guest pays the bill by credit card.



Extended Reading

Front Office Management

1. The front office is not only the hotel's "shop window" but also its "nerve center". It is often said that, to the guest, the front office is the hotel.



2. The main duties carried out by the front office are receiving reservations, checking guests in, assigning rooms, distributing baggage, storing guests' valuables, providing information, delivering mails and messages, exchanging foreign currencies, checking room occupancies, checking guests out and so on.

3. Computerized property management systems have simplified checking-in. For example, with a program called "First 10", Marriott expects to cut check-in time from three minutes to one-and-a-half. Hilton is implementing a similar program called "Zip-In Check-In". At Hyatt Hotels, guests can even check in by phone before they arrive at the hotel.

4. Checking out has also benefited from computer technology. For example, the Milford Plaza Hotel in New York City has installed check-out stations in their lobby that are similar to the cash-dispensing automatic teller machines that banks use. Guests can use the machine to check out and get a copy of their bills.

5. Another important duty performed at the front desk is the night audit. This is usually done between 11 p.m. and 6 a.m., when there are few other distracting duties. In a small hotel, the front desk agent on duty performs the night audit. In a larger hotel, an auditor from the accounting division usually is assigned the task. If the hotel does not have a computerized property management system (PMS), the night auditor's job can be tough, since it involves a lot of detail. The night auditor must verify that guest charges have been accurately posted to each guest's account (or"folio") and that the income is properly credited to the division that earned it. This can be tedious work, especially since it involves checking for errors.



6. New technology has made possible the change of one of the functions of the front desk staff in some hotels-relaying messages to guests. For instance, Boston's Park Plaza has a voice-mail system. Each guest's electronic mailbox is capable of holding as many as 25 phone messages. By dialing a three-digit number on the phone in their rooms, guests can retrieve these messages. If they wish, the messages can be repeated, saved, or deleted with the touch of a button. The hotel estimates that this automated system, which relieves from desk personnel of handling this chore, will save them 50 000 US dollars annually. Other hotels have systems that allow guests to display incoming phone messages on their TV screen after being alerted by a light on the telephone.

7. The success of hotel is measured by its occupancy and average daily rate (ADR). Putting these two together, yield management can work out forecasts or estimates of the number of guests/rooms populated, thus occupant rates for the future. To secure an effective yield management system, careful front office employ training is of vital importance.

Questions for Discussion

1. What are some of the duties carried out by the front office?
2. How important it's the front office in the hotel?
3. How does the Milford Plaza Hotel in New York City simplify checking-out?
4. Who performs night audit in a small hotel?
5. If you are a front office clerk, what qualities do you think you should possess?



Exercises

I. Give the terms or phrases according to the meanings.

1. retrieve	A. enter on a public list
2. occupancy	B. the act of passing something along from one person or group to another
3. perform	C. get or find back; recover the use of
4. secure	D. warn or arouse to a sense of danger
5. annually	E. the act of occupying or taking possession of a building
6. implement	F. make certain of
7. alert	G carry out or perform an action
8. auditor	H. by the year; every year (usually with reference to a sum of money paid or received)
9. post	I. apply in a manner consistent with its purpose or design
10. relay	J. a qualified accountant who inspects the accounting records and practices of a business or other organization



II. Translate the following sentences into English.

1. 他不仅生气而且伤心。(not only…but also)
2. 智能化的饭店管理系统简化了入店手续。(simplify)
3. 小李将逐步实施他的想法。(implement)
4. 这噪声分散了人的注意力。(distracting)
5. 所有的收入都会计入相应的贷方部门。(be credited to)
6. 按一下键就能删除所有信息。(with the touch of)
7. 商业界目前正在日益计算机化。(computerized)
8. 做出决定前花点时间估量一下你的机会。
9. 我们这里可以存放客人的贵重物品。
10. 本酒店备有 3 个自动柜员机。

III. Translate the following sentences into Chinese.

1. It is often said that, to the guest, the front office is the hotel.

2. At Hyatt Hotels, guests can even check in by phone before they arrive at the hotel.

3. The Milford Plaza Hotel in New York City has installed check-out stations in their lobby that are similar to the cash-dispensing automatic teller machines that banks use.

4. If the hotel does not have a computerized property management system(PMS), the night auditor's job can be touch, since it involves a lot of detail.

5. The hotel estimates that this automated system, which relieves front desk personnel of handling this chore, will save them 50 000 US dollars annually.

6. To secure an effective yield management system, careful front office employee training is of vital importance.

7. This is a tough task, let's work together.

8. As far as I know, that area is not populated, because there is no fresh water there.

9. The receptionist relay the message to her boss as soon as he came back.

10. The story was so tedious that the listener almost fell asleep.



Writing

建议书

建议书是个人、单位为了开展某项工作，完成某项任务或进行某种活动而提出的书面建议。

建议书包括以下步骤：背景介绍，提出问题；简要分析你的主要思路及意见；制订相关计划，应该让对方认为你对问题有充分的了解；分析潜在问题，并进一步提出潜在方案。

Proposal

Sample

To: John Pence, General Manager

From: Bill Lewis

Date: May 3rd, 2010

Subject: Proposal on Interpersonal Communication Skill Training

This proposal sets out to the discussion of the training of interpersonal communication skills for our supervisory and middle management staff.

Statement of Problems

We have noticed a need for improved communication performance of the middle-management staff members to strengthen relationship with people.

Objectives & Plans

Based on our experience, the following concept should be effective in producing improved performance.

Learn and practice interpersonal skills based on an activity-oriented training programme in classroom and on-site.

Aspects of training include solving problem, resolving conflict, reducing communication barriers, nonverbal skills, and persuasion.

Learning materials: case-problem handouts and other materials.

Length of course: twelve 2-hour sessions over a four-week period.

Participants: a maximum of 12 students is desirable.

Recommendations

Should you like to discuss implementation of the programme, I will be pleased to meet with you at your convenience.

Practical Writing

Directions: For this part, you are allowed to write *a Hotel Proposal*. You should write at least 150 words according to the information given below.

建议内容如下。

假如你是后勤部经理，你接到总经理准备在各办公室安装空调的备忘录。总经理要求你根据办公室的大小、数量等合理安排空调的数量，希望你在空调的品牌和价格方面进行提议，内容需翔实，以备管理层例会讨论所需。

Chapter 2

Food & Beverage

Unit 8　Taking Restaurant Reservation & Seating Guests

Key Points Teaching, Learning & Assessment

☞**Subject Description**



通常情况下，住在酒店的客人无论是在酒店所属的餐厅用餐，还是在外部餐厅用餐，除了宾馆自带或赠送的早餐之外，一般情况下都要进行提前预订。

☞**Teaching Objectives**

After learning this unit, you will grasp:

1. The skills to receive table reservations for guests. 接受餐桌预订的技巧。

2. The skills to decline table reservations. 婉拒餐桌预订的技巧。

3. The skills to seat the guests. 为客人引座的技巧。

4. Have ability to communicate with guests by related sentence pattern about making reservation and seating guests skillfully. 能够熟练运用有关餐厅预订和餐桌引座的语句与客人交流。

★ Key Points in the Unit

Four Steps to Table Reservation

- Greet the guest. 问候客人。
- Ask the guest about the information of the table reservation. 从客人那里获得下列用餐预订信息。

The number of the persons. 就餐人数。

A table in the lobby or a private room is needed by the guest. 客人需要订餐厅大堂的餐台还是包间。

The demands for the table or the private room. 客人对餐台或包间的要求。

The time of arrival. 到达的时间。

Under whose name the reservation is made. 以谁的名字订餐。

The contact telephone number or the room number. 联系电话或房间号。

- Confirm. 确认。
- Express your expectation to the guests. 表达对客人的期盼。





Simulation Training

Situational Case



Case 1

Receiving a Table Reservation on the Phone

Context: A guest calls to reserve a table in the restaurant.

(S=Staff G=Guest)

S: Good morning, Reservation. What can I do for you?

G: Yes, I'd like to book a table for supper.

S: Certainly, sir. What time would you like your table, please?

G: At 6: 30 this evening.

S: Fine. For how many people?

G: About six people.

S: Good. And may I have your name, please?

G: John White. Just book it under my name.

S: And your telephone number?

G: I'm staying in your hotel, Room 1608.

S: So it's Mr. John White, a table for five at 6: 30 this evening. Will that be all right?

G: Exactly.

S: Thank you very much, Mr. White. We look forward to seeing you then. Goodbye.

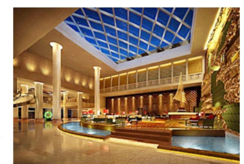


Case 2

Fully Booked

Context: All the tables have reserved at the time a guest wishes. A clerk apologizes to the guest politely and makes some good suggestion.

(S=Staff G=Guest)



S: Tiantian Restaurant. May I help you?

G: Yes, I'd like to make a reservation for two this evening at 8: 00.

S: I'm sorry, sir. There are no more tables available before 8: 00 today, but I can book on for 8: 30.

G: No, that's too late.

S: I'm terribly sorry, sir.

G: How about tomorrow evening?

S: We're already received many bookings for tomorrow evening, and though I can't guarantee anything, please be assured that we'll try our best. I hope you'll understand.

G: I do, but I would appreciate it if you could arrange it.
S: May I have your name and room number, please?
G: Tom Hale, Room 1403.
S: I'll call you when there is a free table for tomorrow evening at 8: 00.
G: Thank you very much. Bye.
S: Bye.


Case 3

Seating the Guest with a Reservation

Context: Mr. Stephen and his friends come to the restaurant for dinner. The hostess is greeting them.

(S=Staff G=Guest)

S: Good Evening, madam and sir.
G: Good Evening. We've a reservation for a table for two under the name of Stephen.
S: Let me check the list. Yes, we do have a reservation under Mr. Stephen.
G: But there is a change in the number of people. There are six of us instead of two, and four others are coming soon.
S: It doesn't matter. Follow me, please. What do you think of the table in the center of the dining room?
G: Well, it's a window table that we've booked.
S: I'm sorry, but you see, all the tables by the window are small, with up to 4 seats.
G: Oh, I see. We'll have to make up the center one.
S: Thank you for your understanding, Mr. Stephen.
G: If a Mr. Wu comes to look for me, just usher him here, please.
S: Yes, I will, sir.


Tips

有的高档餐厅对食客的着装有要求，这时要礼貌地向客人说明，避免造成尴尬和不快。例如："抱歉，我们要求客人要穿外衣打领带，我们可以借给您。" (I'm afraid we require our guests to wear a jacket and tie. We can lend you one.)


Case 4

Seating Customers at the Table

Context: Mr. Smith and his friends come to the restaurant for dinner. They don't have any reservation and they are told to wait 15 minutes. Lu Lu, the hostess, is greeting the guests.

(H=Hostess G=Guest)

H: Good evening, ladies and gentlemen. Welcome to our Garden Restaurant! Do you have a reservation?



G: No, I'm afraid I don't.

H: How many are there in your party, sir?

G: Four.

H: I'm sorry, a vacant table for a party of four is not available now. Would you mind waiting for 15 minutes?

G: That'll be fine.

H: May I have your name, sir?

G: Tom Smith.

H: Thank you, Mr. Smith, would you care to have a drink in the lounge in the meantime? We'll have you seated as soon as we get a free table.

G: That's a good idea. Thank you. (Ten minutes later)

H: Sorry to have kept you waiting. We can seat your party now Mr. Smith.

G: Good.

H: Please step this way. (They come to a table by the window.)

H: Will this table be all right, Mr. Smith?

G: Yes, very good. We can have the fantastic view outside tonight.

H: Here's the menu, sir. I'll return in a few minutes to take your order.

G: Please, we are terribly hungry.

Common Words

usher	['ʌʃə]	*n.*	接待员，引座员
lounge	[laundʒ]	*n.*	(饭店、旅馆等的)休息室，会客厅
fantastic	[fæn'tæstik]	*adj.*	极好的，了不起的

Notes to the Dialogues

1. Would you care to have a drink in the lounge? 请您到大堂吧喝点什么，好吗？

Lounge：大堂吧，通常设在饭店大堂，主要供客人暂时休息、等人或等车，有时也指夜总会酒廊(night club lounge)，通常附设于饭店娱乐场所，向客人提供各类酒水饮料和小吃果盘等。

餐厅客满，客人愿意等候时，可以请客人到大堂吧喝点饮料，休息一下，同时又为饭店创收，一举两得。

2. We'll have you seated as soon as we get a free table. 等到餐桌空出，我们将立即请你们入座。

seat　　帮助某人找到座位，入座。

e. g.　　He seats himself near the window.

be seated　　请坐下，较正式的说法，通常用被动式。

e. g.　　Please be seated.



have someone seated　　请某人入座，安排入座，注意用 seat 的过去分词形式。

e. g.　　We'll have all the guests seated in 20 minutes.

3. Sorry to have kept you waiting.　　对不起，让您久等了。

请客人等候，即使是很短的时间，也要表示歉意。注意：这里要用不定式的完成时态。

Functional Sentences

查看是否可以接受预订

1. Just a moment, please. I'll check the availability for you.
   请稍候，我来为您查查是否有空位。
2. Let me check if we have any vacancy.
   让我来查看一下是否有空位。
3. I'm afraid we're fully booked for that time.
   恐怕那个时间的餐位已经订满了。
4. Would you like to make a reservation at another time?
   您能否换个时间？
5. Is it possible for you to change the time?
   您是否可以换个时间呢？
6. It's the busy season/hot season/peak season, you know.
   您知道，那是在高峰期。
7. We hope we'll have another opportunity to serve you.
   我们期待下次能为您效劳。

个人预订

1. What time would that be?
   是订在什么时间呢？
2. For how many people?
   有多少人(就餐)呢？
3. At what time can we expect you?
   您几点光临呢？
4. Would you like a table in the hall or in a private room?
   您是喜欢大厅的餐台，还是包间呢？
5. May l have your name and telephone number，please?
   能告诉我您的姓名和电话号码吗？
6. We can only keep your table/room till…(certain cut-off time)
   我们只能保留您的餐位/包间到……(某截止时间)。
7. A deposit of 20 US dollars is required to secure your booking.
   为了确保您的预订，您需要交 20 美元的押金。



宴会预订

1. How many tables shall we arrange?
   请问我们应该安排多少张桌子呢？
2. How much would you like to spend for each table?
   请问每张桌子的费用标准是多少？
3. What drinks would you like?
   请问您想要什么样的酒水呢？
4. What kinds of fruit/dessert would you like?
   您想要些什么水果/甜品呢？
5. We'll get everything ready in advance.
   我们会准备好一切。
6. How would you like us to arrange the tables?
   您喜欢我们怎样摆桌子呢？

迎宾入席基本应对

1. How many persons, please?
   总共有几位呢？
2. Where would you prefer to sit?
   您喜欢坐在哪里？
3. I'll show you to your table.
   我来为您领位。
4. This way, please.
   这边请。
5. Is this table fine?/How about this table?
   这张桌子可以吗？
6. A waiter/waitress will come soon to take your order.
   服务员会很快来为您写菜单。
7. Do you have a meal voucher/breakfast voucher?
   您有餐券/早餐券吗？

迎接有预约的客人

1. Do you have a reservation?
   请问您有预订吗？
2. May I have your name, please?
   请问您贵姓？
3. We were expecting you.
   我们正在恭候您的光临。

4. I'm afraid the table you reserved is not ready yet.
   恐怕您预订的餐桌还没有准备好。
5. I'm afraid that we let another guest sit at your table since you did not arrive at the reserved time.
   因为您没有按照预订的时间到达，所以我们将座位安排给其他客人了。
6. Would you mind waiting until it is free or would you prefer another table?
   您介意等一会儿吗？或者您去另外一桌好吗？

请客人稍候

1. We can seat you very soon.
   我们很快就会安排您入座。
2. It may take about 15 minutes.
   可能需要 15 分钟(才有空位)。
3. Could you wait for another 5 minutes, please?
   您再等 5 分钟好吗？
4. I'm afraid this table is reserved for 7 p. m..
   恐怕这个餐台有人已经预订了，7 点就到。

餐桌安排

1. I'm afraid we cannot seat you at the same table.
   恐怕没有办法让你们坐同一张桌子。
2. Would you mind sitting separately?
   你们是否介意分开坐呢？
3. Would you like a high chair for your child?
   要不要给您的孩子拿一张高椅呢？
4. I'm afraid that table is reserved, sir.
   恐怕那张桌子已经有人预订了，先生。
5. Would you mind sharing a table?
   您介意和别人同桌吗？
6. Some other guests wish to join this table.
   别的客人想跟您共享这张桌子。
7. Would you mind moving over a little?
   您介意移过去一点吗？
8. Excuse me, sir, but may I pass?
   抱歉，先生，我可以从这儿过去吗？
9. Could you move your chair closer to the table, please?
   您可以把椅子拉近桌边一些吗？



Classroom Activities

Activity I Complete the Following Dialogues

W: Good evening, sir. ______________________(请问您有预订吗？)

G: No, we haven't. Just we two.

W: ______________________(对不起，现在餐厅客满，您愿意等一下吗？)

G: How long do you think we'll have to wait?

W: ______________________(大概 15 分钟。)

G: Oh, that'll be all right. ______________________(我们还不太饿。)

W: ______________________(请问您贵姓？)

G: White.

W: Thank you, Mr. White. ______________________(请到那边坐一下。稍等片刻，一有空桌子我们就会请您入座。)

G: Thank you.

(After a little more than 10 minutes)

W: Mr. White?

G: ______________________(哦，我在这儿。)

W: ______________________(请跟我来。)

G: ______________________(这是给您安排的桌子，请入座，服务员马上会过来为您点菜。)

W: Thank you.

Activity II Translation

1. 请随我来，坐这里可以吗？
2. 我以 Jane 的名义订了一个两人位。
3. 我们想要临窗的。
4. 您有预订吗？
5. 期待您的大驾光临。

Activity III Make Dialogues According to the Given Situations

Role-playing 1

It is 9 a.m. in the morning, a guest comes in, the restaurant is full. If the guest has not made a reservation, he can wait 20 minutes or so in the lounge bar. (15 minutes later) Call the guest. Tell him his table is ready and show him to it. But the table is too near the doorway. The guest sees another table near the window that looks fine. But the table near the window is reserved. Suggest the table in the corner. Tell the guest you'll bring the menu.

Role-playing 2

Caller: Tom wants to reserve a table for tonight. There will be six guests together and they want to have dinner at 6: 30.



Clerk: You ask the caller what type of food he likes. You ask for the name and telephone number of the guest, and then repeat the booking.



Extended Reading

Food & Beverage Management



1. The primary function of the food and beverage department is to provide food and drink to a hotel's guests. More and more hoteliers come to realize that food and beverage service is a major factor in hotel operation.

2. Effective management of the F&B operation begins with planning. The planning process involves the setting of certain policies, mainly including the financial policy, the marketing policy and the catering policy as well as future staffing needs.

3. The F&B organization and operation normally centers on the task flow categorized according to the time sequence in which the tasks are performed. The task flow starts with the tasks that are performed before the food and beverage items arrive at the kitchen, followed by tasks performed in the kitchen. The task flow ends with tasks performed when the food and beverage items are served to the customers. An employee should be made aware of all phases of the operation and its built-in control system. The tasks would then be assigned to individuals who should receive job descriptions detailing the purpose of their task, the responsibilities of the individuals, who they are responsible for, etc. A written organization chart could be very helpful, which often has an executive chef in charge of the kitchen and a restaurant manager responsible for service. Some organizations also produce work schedules; these are outlines of work to be performed by employees with stated procedures and time requirements for their duties. Tasks are broken down into careful sequence of operations and timed.

4. As a division of a hotel, the F&B department needs also to coordinate its activities with the other divisions of the hotel. For example, the control or accounting division works with the F&B department in terms of cashiering, purchasing, and preparing the budgets, as well as authorizing payments to suppliers. The front office and housekeeping update the F&B department with information on the in-house occupants, including expected conference and tour group arrivals.

5. The management of the F&B People should also bear in mind that people employed within the food industry have a right to be respected, and the motivation of the staff of the food and beverage department is an important function of food and beverage managers. This may be undertaken in several ways. For example, the managers could help individuals who



are undertaking common tasks to form into groups so that a "team spirit" may develop, encourage staff-management committee meetings, or give full training so that job anxieties are reduced for employees from the beginning. Training of employees in the F&B department never end but should be continued on a regular basis throughout the individual's employment. Skills should be upgraded and the employee must be given the opportunity for advancement.

6. It is also advisable to obtain feedback in a structured and systematic way from the customers on a regular basis, so that customers' comments and complaints may be taken into account to improve the overall standard of service.

Questions for Discussion

1. Suppose you are an employee of the F&B department in a hotel, what training do you think you should have before you start working?

2. Do you think getting feedback from the customers is a good way to improve the quality of service in the F&B department? Why or why not?

3. What does the planning process in F&B operation involve?

4. How is the task flow categorized?

5. What does task flow start with and what does it end with?



Exercises

I. Give the terms or phrases according to the meanings.

1. categorize	A. characterized by order and planning
2. motivation	B. place into or assign to a category
3. upgrade	C. a relatively permanent state of anxiety occurring in a variety of mental disorders
4. advisable	D. any distinct time period in a sequence of events
5. authorize	E. the reason for the action; that which gives purpose and direction to behavior
6. systematic	F. an isolated fact that is considered separately from the whole
7. anxiety	G. give or delegate power or authority to
8. advancement	H. an upward slope or grade (as in a road)
9. detail	I. encouragement of the progress or growth or acceptance of something
10. phase	J. worthy of being recommended or suggested; prudent or wise

II. Translate the following sentences into English.

1. 直到事故发生，他才意识到自己的错误。(aware of)
2. 经理把任务分解，分配给职员们。(break down)
3. 你要记住成功在于勤奋。(bear in mind)
4. 在制订旅游计划时，应考虑天气因素。(take into account)



5. 那家游泳池按小时计费。(on…basis)
6. 同学们自发组成小组参加比赛。(form into)
7. 一份书面的组织图会非常有益的。
8. 餐饮部运行的有效管理始于计划。
9. 这可能是在几个方面进行的。
10. 技能需要提升的同时员工必须要有晋升的机会。

III. Translate the following sentences into Chinese.

1. The primary function of the food and beverage department is to provide food and drink to a hotel's guests.

2. More and more hoteliers come to realize that food and beverage service is a major factor in hotel operation.

3. The task flow ends with tasks performed when the food and beverage items are served to the customers.

4. Tasks are broken down into careful sequence of operations and timed.

5. An employee should be made aware of all phases of the operation and its built-in control system.

6. As a division of a hotel, the F&B department needs also to coordinate its activities with the other divisions of the hotel.

7. These are outlines of work to be performed by employees with stated procedures and time requirements for their duties.

8. The front office and housekeeping update the F&B department with information on the in-house occupants, including expected conference and tour group arrivals.

9. Training of employees in the F&B department never end but should be continued on a regular basis throughout the individual's employment.

10. It is also advisable to obtain feedback in a structured and systematic way from the customers on a regular basis.



Writing

餐厅简介

餐厅简介通常包含以下几方面的内容。

1．餐厅的名字(Name of Restaurant)。
2．餐厅的位置(Location)。
3．大小及餐位数(Size and Seating Capacity (how many people can be seated/floor area))。
4．装潢及布置(Decoration and Furnishings)。
5．餐饮质量(Type of Food and Drinks Served (general/specialities/variety/size of menu))。
6．顾客定位(Type of Customer (families/business people/tourists/students))。



7．餐饮价位(Price of Food and Drinks)。

8．服务质量(Service and Atmosphere)。

9．总结及推荐(Summary and Recommendations)。

The Introduction of the Restaurant

Sample

The Yilan Restaurant is on the second floor of Noble Hotel, with a seating capacity of 200. It is decorated in the traditional Chinese style. The seats are well upholstered and the tables are large. The menu offers you a wide variety of Beijing dishes and delicious local foods. The speciality of the restaurant is the Beijing Roasted Duck which is very popular and won the first prize in Cooking Competition last year. Many families eat at this restaurant when they wish to get together with their old friends or friends abroad. The price reflects the high quality of the food, but they are reasonable and portions are large. Fresh juice, wines and beer are very well priced and valuable. The service is also excellent and the waiters and waitresses are all capable of speaking both Chinese and English. The restaurant is highly recommended for families, overseas students and tourists. The excellent service and well-appointed atmosphere along with the well-prepared foods and wide selection of wines will make the meals enjoyable and memorable.

Practical Writing

Directions: For this part you are allowed to write *an Introduction of the Restaurant*. You should write at least 150 words according to the information given.

假如你是餐厅经理助理，请写出餐厅的简介与特色，建议内容如下。

1．餐厅的名称。

2．餐厅的位置与交通。

3．餐厅规模及餐位数。

4．餐厅装潢及布置。

5．餐饮食品特色与服务质量。

6．顾客定位。

7．餐饮价位与优惠。

8．反馈与建议。

Unit 9 Food & Beverage Service in Western Style

Key Points Teaching, Learning & Assessment

☛Subject Description



西餐这个词起源于它特定的地理位置。“西”是西方的意思，一般指欧洲各国。“餐”就是饮食菜肴。西餐服务在酒店餐饮服务中和中餐一样占据很重要的地位，给客人多样选择，为酒店经营增添亮点。

☛Teaching Objectives

After learning this unit, you will grasp:

1. The service for western style breakfast. 西式早餐服务。

2. The service for taking orders and a la carte. 西餐零点服务。

3. Have ability to communicate with guests by related sentence pattern about Food & Beverage Service in Western Style skillfully. 能够熟练运用有关西餐服务的语句与客人交流。

★ Key Points in the Unit

Eight Steps to Serving in the Restaurant

- Greet the guests. 问候客人。
- Ask the guest if he has a reservation with the restaurant. 询问客人是否有预订。
- Lead the guests with the reservation to the booked table. 引领有预订的客人到预订的餐台。

Escort the guest without a reservation to choose the table that fit them. 引领无预订的客人挑选合适的餐台。

- Order the drinks. 点茶水。
- Take orders. 点餐。
- Serve the dishes. 上菜。
- Settle the bill. 结账。
- Say farewell. 道别。



Simulation Training

Situational Case

 **Case 1**

Ordering a Western Meal

Context: A guest has seated himself in the western restaurant for his lunch. The waitress is trying to take his orders.

(W=Waitress G=Guest)

W: Welcome, sir. Can I help you?

G: I'll have my lunch a la carte.

W: Certainly, sir. Here is our menu.

G: Thank you. What will you recommend for my appetizer?

W: Why not try the chef's salad, sir?

G: Good idea.

W: Would you like something to drink before dinner, sir?

G: A whiskey soda, please.

W: All right, sir. And how would you like your steak done?

G: Medium.

W: What would you like to go with your steak, sir?

G: Boiled potatoes.

W: Yes, sir. Anything else, please.

G: No, thanks.

W: My pleasure. Your order will be ready soon. Enjoy your lunch, sir.

 **Case 2**

Serving an English Breakfast

Context: A guest is seated and shown the breakfast menu given by the hostess.

(W=Waitress G=Guest)

W: Excuse me, sir. Are you ready to order now?

G: Not yet. Let me have a look at your menu.



W: Please take your time.

G: Well, I'd like to order an English breakfast, please.

W: Certainly, sir. What kind of juice would you like?

G: Apple.

W: Would you like bacon, sausage or ham?

G: Ham, please.

W: And how would you like your eggs, sir?

G: Two fried eggs, sunny-side up.

W: Certainly, sir.

G: Could I have croissants with my breakfast?

W: Yes, you can. Tea or coffee, please?

G: I would like to have coffee now.

W: Certainly, sir. So that's apple juice, two eggs, sunny side up, croissants and coffee.

G: That's right.

W: Thank you, sir. Your breakfast will be served in a minute.

 **Case 3**

Arrange a Buffet Dinner

Context: Mr. Liu, the banqueting manager of the hotel restaurant is talking to Mr. Ding, the manager from International Import Ltd. about arrangements of buffet dinner held on Friday, the 11th next month.

(S=Staff G=Guest)

S: Good afternoon. Mr. Ding. Welcome to our Zijin Hotel!

G: Good afternoon. Mr. Liu. Could you cater for a buffet lunch we're planning to hold in the evening on Friday, the 11th of October?

S: Today is the 20th September. I think we could arrange that for you. How many people will there be?

G: There'll be about 150 people. We have established very good relations with the local companies. You might offer a good opportunity for us to meet and celebrate.

S: Certainly, Mr. Ding. How many guests could you guarantee, please?

G: At least 100, I think.

S: Fine. And how much would you plan to spend for per person?

G: About RMB 230 with wine included.

S: Fine, I'll show you three different menus with recommended wine list.

G: Can we work out a menu of our own with some dishes you recommend and some we would prefer.

S: Certainly, sir. May I know your special requirements?

G: Well, some of our friends are from America, but most of them are Chinese. So I think it would be welcome to prepare some western food as well as some local traditional Chinese dishes.

S: Sure. We have a large variety of food and drinks for you to choose from, both Chinese style and western one.

G: Good. Our guests will be very happy about that.

S: How about table plans?



G: We need large tables. And we would prefer buffet with table and seat.

S: That can easily be arranged. Any special event?

G: With fine table decorations and background music. We'll settle the bill with check, and for the further details, can we discuss next Wednesday?

S: That's fine. Thank you, Mr. Ding. I'll look forward to seeing you next Wednesday.

Common Words

a la carte			零点菜单
recommend	[ˌrekə'mend]	*v.*	推荐
appetizer	['æpitaizə(r)]	*n.*	开胃品
chef	[ʃef]	*n.*	厨师，大师傅
steak	[steik]	*n.*	牛排
medium	['mi:diəm]	*adj.*	半熟的
bacon	['beikən]	*n.*	熏猪肉
ham	[hæm]	*n.*	火腿
sausage	['sɔ:sidʒ]	*n.*	香肠
croissant	[krə'sɔ:nt]	*n.*	羊角面包
banquet	['bæŋkwit]	*n.*	宴会，盛宴

Notes to the Dialogues

1. 西餐的主菜(main course)一般为牛排(steak)。

Raw 生——Uncooked.

Blue rare or very rare 很嫩——(35℃) Cooked very quickly, red on the inside and barely warmed. Sometimes asked for as "blood rare".

Rare 两分熟——(45℃) The outside is gray-brown, and the middle of the steak is red and slightly warm.

Medium rare 三四分熟——(55℃) The steak will have a fully red, warm center.

Medium 半熟——(60℃) The middle of the steak is hot and red with pink surrounding the center.

Medium Plus 七八分熟——(65℃) More than medium, but not quite medium well.

Medium well done 九分熟——(70℃) The meat is light pink surrounding the center.

Well done 全熟——(75℃) The meat is gray-brown throughout and slightly charred.

一般情况下，可以简单说生(raw)、嫩(tender)、半熟(medium)、全熟(well done)。

2. 西式早餐一般由果汁类、谷类、鸡蛋类、肉类(火腿、香肠、咸肉等)、热饮类组成。根据其特点的不同，可分为以下 3 种。

(1) 欧式早餐(又叫大陆式早餐)：Continental Breakfast。

水果汁或时令鲜果	choice of chilled juice or fresh fruit in season
烤面包或早餐包	toast or breakfast rolls
黄油、果酱	with butter and jam
咖啡或茶	coffee or tea

(2) 美式早餐：American Breakfast。

水果汁或时令鲜果	choice of chilled juice or fresh fruit in season
鲜鸡蛋两只	two fresh eggs of any style
配火腿、咸肉或香肠	with ham, bacon or sausage
烤面包或早餐包	toast or breakfast rolls
黄油、果酱	with butter and jam
咖啡或茶	coffee or tea

(3) 英式早餐：English Breakfast。

水果汁或时令鲜果	choice of chilled juice or fresh fruit in season
谷类食物	cereals
鲜鸡蛋两只	two fresh eggs of any style
配火腿、咸肉或香肠	with ham, bacon or sausage
烤面包或早餐包	toast or breakfast rolls
黄油、果酱	with butter and jam
咖啡或茶	coffee or tea

3. 早餐蛋常用的做法：①fried eggs(煎蛋)，可分为 sunny side up(单面煎)和turn-over(双面煎)两种，turn-over 又分为 over easy(双面嫩)和 over hard(双面老)两种；②boiled eggs(煮蛋)，可分为 3-minute eggs(三分钟煮蛋，蛋黄成流汁状)、5-minute eggs(五分钟煮蛋，蛋黄开始凝固)、10-minute eggs(十分钟煮蛋，蛋黄发硬)；③omelet(蛋卷)；④scrambled eggs(炒蛋)；⑤poached eggs(水煮荷包蛋)。

4. Arranging a buffet dinner. 安排一次冷餐会。

宴会安排一般包括以下内容：①宴会类型(type of function)；②日期及时间(date and time)；③出席人数(number of persons)；④菜单(menu and wine list)；⑤用餐标准(price per head)；⑥服务方式(method of service)；⑦餐桌安排(table plan)；⑧付款方式(method of payment)。

5. How many guests could you guarantee, please? 请问能保证多少人出席？

举办大型宴会时，如果客人人数不能确定，这会给食品准备带来困难，所以要问客人至少能保证多少人数，即最低人数有多少。

6. How much would you plan to spend per person? 请问人均标准是多少？

宴会安排需确定人均消费金额，即每人用餐费用标准，并明确其中是否包含酒水。

7. We would prefer buffet with table and seat. 我们要设座的冷餐会。

冷餐宴会，不排座位，菜肴以冷食为主，也可上热菜，食品中有中菜、西菜和中西菜结合，可在室内，也可在室外，可设桌椅，自由入座，也可不设座椅，站立进餐。



我国举行的大型冷餐宴会，一般用大圆桌设座椅，主宾席排座位，其余各席不固定座位，宴会开始后自助进餐。

8. Any special events, please? 请问有何特殊项目？

大型宴会涉及的特殊项目主要指场地要求、灯光音响、麦克风、背景音乐、舞台、横幅、花草、特殊饮食要求及餐桌布置等。

Functional Sentences

点菜基本应对

1. Would you like to have table d' hote, or a la carte?
   您是选择套餐，还是零点呢？
2. We have both buffet-style and a la carte dishes, which would you prefer?
   我们有自助式和点菜式，您喜欢哪一种？
3. Would you like to order now?
   您想现在点菜吗？
4. I would recommend … to you. It is very good.
   我愿意向您推荐……，这道菜不错。
5. How would you like your steak done, sir? Rare, medium or well-done?
   您的牛排要怎么做？要三分熟、五分熟还是全熟？
6. What would you like to have for your main course?
   主菜您要什么？
7. Take your time, please.
   请慢慢点菜。
8. Anything else?
   您还需要别的吗？
9. What kind of dressing would you like?
   您要哪一种调料？
10. Do you care for anything to drink before you order?
    在点餐之前要喝点什么吗？
11. How would you like your egg/coffee/steak?
    您喜欢我怎么做您点的鸡蛋/咖啡/牛排？
12. Would you like your fried eggs sunny-side up?
    您点的煎蛋是不是只煎一面，蛋黄朝上？

Classroom Activities

Activity I Complete the Following Dialogues

W: Would you like to drink before your meal?

G: Yes, a dry sherry, please.



W: ______________________(请问可以点餐了吗？)

G: Yes, I think so.

W: ______________________(首先上什么菜，先生？)

G: I can't decide. What do you recommend?

W: Well, the prawns are always popular.

G: The prawns then please, for me.

W: ______________________(接下来呢？)

G: I'll have the steak.

W: ______________________(牛排要熟一点还是生一点？)

G: ______________________(五分熟。)

W: Thank you. Would you like to see the wine list?



G: Do you have a house wine?

W: Yes, sir. Red or White?

G: Red, please.

Activity II　Translation

西餐大致可分为法式、英式、意式、俄式、美式等几种，不同国家的人有着不同的饮食习惯，有种说法非常形象："法国人是夸奖着厨师的技艺吃，英国人注意着礼节吃，德国人考虑着营养吃，意大利人痛痛快快地吃"。

Activity III　Make Dialogues According to the Given Situations

Role-playing 1

Introduce the different breakfasts and then take the guest's order according to their wishes. The guest wants to have American breakfast. You ask what juice he likes, what pastries and bread he wants, if he likes bacon, ham or sausage, how he likes his eggs cooked and if he likes coffee or tea.

Role-playing 2

Guest: You want dinner a la carte. And ask for specialties.

Waiter: Give the specialties. And suggest a wine and fruit.



Extended Reading

Table Manners

1. When men and women are eating together, in the home or out of it, the men should pull out the chairs for the women and see that all the ladies are seated before taking their own places. After sitting down, one pulls his chair up and sits close to the table. In many



Christian homes it is customary to say grace before the meal begins. Guests should watch the host or hostess and if they bow their heads, they should join them. As soon as grace is finished, or if grace is not said, when the hostess takes her napkin, each one at the table opens his napkin in half and lays it across his lap.

2. When using the silverware, one should begin from the outside piece, then the next knife and fork for the second course and so on. The pieces closest to the plate are for the last course.

3. When having soup, the diner should move the spoon away from him to spoon out the soup. When the soup gets short toward the end, the side close to the diner can be slightly raised.

4. The diners are not supposed to cut large pieces of food, such as steak or chops, into small pieces all at one time. Only one or two bits are as one eats. Some people find it difficult to cut meat. This is because they don't use their knives close to the forks. When has finished eating something, the knife and fork should be put diagonally on the further side of the plate. They should not be placed leaning on the plate. The knife should always be placed with the sharp edge in.

5. Americans and Europeans differ in their use of forks when eating. When Americans have finished cutting, they put the knife down, transfer the fork to the right hand and eat. But Europeans hold their forks in the left hand and carry food on the back of the fork.

6. One can choose whichever one likes. However, the Americans way seems to be easier for those who are not accustomed to eating foreign food. They cannot put food on the back of the fork skillfully. They have to carry food to the mouth so cautiously as not to drop it! But they often drop it. According to the European custom, one puts some solid piece of food at the edge of the fork and pile soft food on it. The American way may seem less efficient, but it is easier and makes one looks less clumsy in using fork and knife!

Questions for Discussion

1. What do you know about the table manners when men and women are eating together?

2. What about the table manners in many Christian homes?

3. Describe how to use the silverware.

4. How should one put his knife and fork when having finished his meal?

5. What's the difference between the American and the European way of using forks when eating meals?



Exercises

I. Give the terms or phrases according to the meanings.

1. lean	A. a cafe, usually in a hotel or station
2. coffee shop	B. someone who follows the teachings of Jesus Christ

3. silverware	C. a deep metal cooking pot, usually with a long handle and a lid
4. Diagonally	D. pepper which is dark in color and has been made from the dried berries of the pepper plant, including their black outer cases
5. condiment	E. a substance such as salt, pepper, or mustard that you add to food when you eat it in order to improve the flavor
6. napkin	F. in a diagonal manner
7. black pepper	G. not elegant or graceful in expression
8. clumsy	H. a small piece of table linen that is used to wipe the mouth and to cover the lap in order to protect clothing
9. manners	I. social deportment
10. Christian	J. to incline or bend from a vertical position

II. Translate the following sentences into English.

1. 在主人说举杯前不要喝酒。
2. 咽不下的食物该如何处理？
3. 等长辈和客人入座后再坐下。
4. 男士们需要为女士们拉开椅子，当女士们都已就座，他们才能坐下。
5. 当汤勺沉入汤中后，不要从里往外舀。
6. 有些人觉得用刀切肉很难，那是因为他们没有把刀贴近叉子的缘故。
7. 饭后，应把刀和叉交叉放在远离盘子的边上，不要把刀搁在盘子上，刀刃务必向里。
8. 夹菜只夹一点，吃饭时不能发出太大的声响，抽空与左右人对话，调和一下气氛。
9. 离开时，向主人道谢，并且邀请主人今后到自己家做客。
10. 请问需要我帮您把剩下的食物打包吗？

III. Translate the following sentences into Chinese.

1.What's your opinion of their service?
2. I suggest we (should) go to a Chinese restaurant for a change.
3. What do you think of Chinese food?
4. Do you think the soup is tasty?
5. Do you think the price is reasonable?
6. Please feel free to contact us if you have any questions.
7. Here's to our friendship and to your health, cheers!
8. Eat more.
9. Open the chair for the lady who sits on your right hand side.
10. Hold the glass stem and sip.





Writing

贺卡

在现代社会交际中，贺卡起着重要的作用。每当节日、婚礼、生日周年纪念之际，人们用贺卡来表达祝愿、庆贺、沟通感情和加深友谊。

贺卡可分节日贺卡、生日贺卡、婚礼贺卡和随礼物附送的贺卡。

贺卡分以下三部分。

1. 卡最上面写收卡人姓名，例如：Dear Director Wang/Dear Rock。
2. 中间是贺词，例如：Wish you a Happy New Year/Birthday/Teacher's Day。
3. 最下面书写结束语和寄卡人签名，例如：Sincerely yours/Zhang Hua, Li Lan。

Congratulation Card

Sample

Dear Gillian,

On the occasion of your marriage, I wish you and Paul ever-increasing happiness and the best of everything in the world.

Lila with love

Practical Writing

Directions: For this part, you are allowed to write *a Congratulation Card*. You are free about the number of the words according to the information given below.

每年 12 月 25 日的西方圣诞节快到了，长职院酒店管理专业组织师生举办西餐大赛，美国外教 August 获大赛一等奖。作为学生，你给外教写张贺卡，祝贺他取得优异的成绩。

Unit 10 Food & Beverage Service in Chinese Style

Key Points Teaching, Learning & Assessment

☛Subject Description



中餐厅，顾名思义，就是供应中餐的场所，是酒店餐饮部门所经营的众多的特色餐厅之一。由于中国菜肴在世界上所享有的盛誉，在许多国家的酒店中都设有以供应中国菜为主的中餐厅。而在我国的酒店中，几乎无一例外地都拥有一个或几个中菜餐厅，向国内外游客介绍当地的特色菜肴。因此，加强对中餐厅的服务和流程的管理，是酒店餐饮部门的一项重要工作，也是改善服务质量、提高酒店声誉的重要方面。

☛Teaching Objectives

After learning this unit, you will grasp:

1. Learn related knowledge, important sentence patterns and basic procedure about ordering dishes. 学习点菜的有关知识、重点句型，了解点菜的基本程序。

2. Learn to explain dishes to the guest, and have ability to recommend according to guests' like or dislike. 学会如何向客人讲解菜肴，能够根据每个客人的喜好和忌讳推荐菜肴。

3. Have ability to communicate with guests by related sentence pattern about Food & Beverage Service in Chinese Style skillfully, and solve some urgent problems for guest. 能够熟练运用有关中餐服务的语句与客人交流，并能帮助客人解决紧急问题。

★ Key Points in the Unit

Eight Cuisine

● 四川菜(Sichuan Cuisine)

简称川菜，最大的特点是十分注重调味(Condiments)，多用花椒(Chinese Red Pepper)、辣椒(Chili/Red Pepper)、胡椒(Pepper)，以麻辣味浓(Sticky-hot and Strange Flavor)著称，代表名菜有：回锅肉(Sautéed Sliced Pork with Pepper and Chili)、怪味鸡(Special Spicy Chicken)、鱼香肉丝(Yu-Shiang Shredded Pork)、宫保鸡丁(Kung Pao Chicken)、麻婆豆腐(Mapo Tofu)等。

● 山东菜(Shandong Cuisine)

简称鲁菜，以爆(Quick Fry)、炒(Stir-fry)、炸(Deep-fry)、扒(Stew)见长，口味偏咸，具有鲜(Tasty)、嫩(Tender)、脆(Crisp)的特色，代表名菜有：九转大肠(Roasted Pork Intestine)、葱烧海参(Fried Sea Cucumber with Spring Onion)、扒原壳鲍鱼(Braised Abalone with Shells)等。



● 广东菜(Cantonese Cuisine)

简称粤菜，特点是选料精细(Particular with Raw Materials)，新颖奇异，口味以清淡(Light and Clear)、爽口(Tasty and Refreshing)为主，代表名菜有：烤乳猪(Roasted Suckling Pig)、白云猪手(White Sweet and Sour Trotter)、糖醋咕噜肉(Sweet and Sour Pork)、红烧大裙翅(Braised Shark's Fins with Brow Sauce)等。

● 江苏菜(Jiangsu Cuisine)

简称苏菜，注意配色，讲究造型，风味清鲜，肥而不腻，代表名菜有松鼠桂鱼(Fried Mandarin Fish in Squirrel Shape)、常熟叫化鸡(Changshu Beggar's Chicken)、无锡排骨(Prime Rib/Wuxi Style)等。

● 福建菜(Fujian Cuisine)

简称闽菜，多以海鲜为原料，色调美观，滋味清淡鲜嫩(Clear and Tasty)，以“佛跳墙”(Fotiaoqiang)最为有名。

● 湖南菜(Hunan Cuisine)

简称湘菜，口味咸辣(Salty and Spicy)、油重(Oily)，代表名菜有：腊味合蒸(Sauced Pork with Cabbage)、冰糖湘莲(Sugar Candy Lotus Seeds)等。

● 安徽菜(Anhui Cuisine)

简称徽菜，精于烧(Broil)、炖(Stew)、烟熏(Smoke)，代表名菜有：八公山豆腐(Ba Gong Shan Mt. Bean Curd)、葡萄鱼(Grape Shaped Fish)等。

● 浙江菜(Zhejiang Cuisine)

简称浙菜，擅长调制海鲜、河鲜与家禽，代表名菜有：西湖醋鱼(West Lake Fish in Sweet Sour Source)、东坡肉(Dongpo Pork)、龙井虾仁(Fried Shrimp Meat with Longjing Tea)、西湖莼菜汤(West Lake Water Shield Soup)等。



Tips

中餐上菜顺序一般为：冷盘—酒—饮料—热菜—汤—甜食—水果。



Simulation Training

Situational Case



Case 1

Ordering Chinese Food

Context: A guest is ordering Chinese food in restaurant of the hotel.

(W=Waiter G=Guest)

G: I'd like to try some Chinese food.

W: We serve Chinese food here. But I'm not sure which style you prefer.

G: I have no idea about Chinese food.

W: It's divided into eight big cuisines, or say, eight styles, such as Guangdong food, Beijing food, Sichuan food, etc.

G: Is there any difference between Guangdong food and Beijing food?

W: Yes, Guangdong food is lighter while Beijing food is heavy and spicy. The famous specialties of these two are Roast Suckling Pig and Beijing Roast Duck.

G: How about Sichuan food?

W: Most Sichuan dishes are spicy and hot. And they taste different.

G: Oh, really? I like hot food. So what's your recommendation for me?

W: I think Mapo Tofu and Yu-Shiang Shredded Pork are quite special. Would you like to have a try?

G: Thank you.

W: My pleasure.

Tips

"restaurant" 在 18 世纪意指能消除疲劳、恢复体力的食物。后来，许多店家供应由蔬菜和鸡牛羊烹煮而成的肉汁，"restaurant" 便衍生出新义—— "餐厅"。



Case 2

Introducing Eating Customs

Context: A waiter in the Chinese restaurant introduces eating customs to the guest.

(W=Waiter G=Guest)



W: Your cold dishes are coming, sir.

G: Thank you. I wonder why a Chinese dinner always starts with cold dishes instead of hot courses.

W: It's a custom in our country to serve cold dishes first as they have been prepared beforehand but hot courses usually won't prepared until the dinner starts.

G: Oh, I see. The chef in your country is in the habit of preparing cold dishes first.

W: Yes, sir. We usually regard the dinner party as an occasion for a friendly chat.

G: But what's that to do with cold dishes first?

W: We usually talk more and eat less at the beginning of the dinner. So if hot courses are served, they get cold. For this reason, cold dishes are usually served first.

G: I see. Thank you. But the problem is that I'm already full when it comes to wonderful hot courses and often misses the chance of enjoying Chinese courses.

W: So you'd better save your appetite for the hot courses.

G: Thank you for telling me that.

W: You're welcome.





Case 3

Chinese Breakfast

Context: A guest is having Chinese breakfast in the restaurant.

(W=Waiter G=Guest)

G: I'd like to order a Chinese breakfast.

W: What would you like to order?

G: What do you have?

W: Fried Bread Sticks with Sweet or Salty Soybean Milk is delicious.

G: Very well. I'll take both.

W: What else do you like?

G: Please give me several steamed or fried dumplings.

W: Well. Would you prefer a knife and fork?

G: I'll keep the chopsticks, but bring me a knife and fork just in case.

W: Ok. Here you are.

G: Thanks a lot.

W: Please enjoy yourself.

Tips

中式早餐(Chinese Breakfast)的内容颇丰，主要包括各种小菜(various pickles)、粥(porridge)、猪肉包或豆沙包(steamed dumpling with meat or with sweetened bean pates)、常见的各种面食(cooked wheaten food)、豆浆和油条(soybean milk and Youtiao)、面条(noodles)等。

Common Words

spicy	['spaisi]	*adj.*	加有香料的
chef	[ʃef]	*n.*	主厨
regard	[ri'gɑ:d]	*v.*	注意，注重
appetite	['æpitait]	*n.*	食欲，胃口
chopsticks	['tʃɔpstiks]	*n.*	筷子
steam	[sti:m]	*v.*	蒸

Notes to the Dialogues

1. I think Mapo Tofu and Yu-Shiang Shredded Pork are quite special. 我认为麻婆豆腐和鱼香肉丝很特别。

2. Guangdong food is lighter while Beijing food is heavy and spicy. 粤菜清淡怡口，而北京菜则味重香浓。

3. sign one's bill. 签单。

在居住的酒店餐厅用餐，可以将用餐费用加到酒店账单中，所以客人可以在餐后直接选用签单的方式结账。

4. 宴会中冷盘多用小碟多份，如“六珍碟”“八珍碟”。常用的冷盘有：

Red dates with sweet lotus seeds	红枣莲心
Shredded jelly fish	海蜇丝
Cucumber with mashed garlic	蒜蓉黄瓜
Deep-fried shrimps	油爆虾

Functional Sentences

推荐菜肴

1. We have a wide range of vegetable dishes for you to choose from.
   我们有许多素菜可供您选择。
2. What table d' hote do you have?
   你们有什么套餐？
3. I'm not familiar with Chinese food. Could you recommend something?
   我对中国菜不太熟悉，你能不能给推荐一下？
4. We serve Cantonese, Sichuan, Shanghai and Beijing cuisines, which cuisine would you prefer?
   我们有粤菜、川菜、沪菜和京菜，您喜欢哪一种呢？
5. Which flavor would you prefer, sweet or chili?
   您喜欢哪种口味，是甜的还是辣的？
6. Generally speaking, Cantonese cuisine is light and dear; Sichun cuisine is strong and hot; Shanghai cuisine is oily and Beijing cuisine is spicy and a bit salty.
   一般来说，粤菜比较清淡，川菜浓烈而辛辣，沪菜比较油，而京菜较香而咸。
7. Maybe Cantonese cuisine will suit you.
   粤菜可能会适合您的口味。
8. Would you like to try our House Specialty?
   您想尝尝我们的招牌菜吗？
9. It's very popular with our guess.
   它非常受欢迎。
10. Today's special is ××, with a 40% discount.
    今天的特价菜是××，有 6 折优惠。
11. It's crisp/tasty/tender/clear/strong/spicy/aromatic.
    它很酥脆/可口/鲜嫩/清淡/浓烈/辣/香味扑鼻。
12. It looks good, smells good and tastes good.
    这道菜色、香、味俱全。



13. It's a well-known delicacy in Chinese cuisine.
    它是中国菜的一道有名的佳肴。
14. It's for 4 persons.
    这道菜是供 4 个人用的。
15. It's out of season.
    这个已经过季了。
16. Why not try our buffet dinner?
    要不要试试我们的自助餐呢？
17. The beef BBQ is terrific!
    牛肉烧烤可是棒极了！
18. If you are in a hurry, I would recommend…
    如果您赶时间，我推荐您……
19. Which brand of milk/beer/cigarettes/wine/… would you prefer?
    您喜欢什么牌子的牛奶/啤酒/香烟/葡萄酒/……？
20. It will stimulate the appetite.
    它会刺激您的胃口。

确认细节

1. Are you on a special diet?
   您对饮食有什么特别的要求吗？
2. Would you like to put it on your hotel bill?
   是不是把费用计到您酒店的账上？
3. Would you like your beer draught or bottled?
   您喜欢扎啤还是瓶装啤酒？
4. This wine is only served by the bottle. How about ××? It's served by the glass.
   这种酒我们只按瓶出售。××(另一种酒)怎么样？我们可以按杯出售。
5. With ice or without ice, sir?
   先生，请问是否要加冰？

Classroom Activities

Activity I Complete the Following Dialogues

(W=Waiter G=Guest)

W: Have you finished, sir?

G: Yes, we have finished.

W: ______________________(您吃得满意吗，先生？)

G: Yes, very much.

W: ______________________(这鱼您觉得怎么样？)

G: It's delicious. I prefer the fish to the pork.



W: What do you think of the soup?

G: ______________________(也很好，我很喜欢。)

W: Thank you. ______________________(很高兴您这么说。)

Activity II Discussion Topics

(1) Could you please list the four big cuisines of Chinese dishes?

(2) What will you do if the guests are unsure what sort of dishes come with the entree?

(3) Can you say something about Sichuan dishes?

(4) What are the differences between a Western meal and Chinese meal?

(5) Please list the names of several Chinese dishes.

Activity III Make Dialogues According to the Given Situations

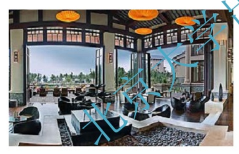
Role-playing

A guest comes into your restaurant. He likes hot food. Make a few suggestions and take order for him.



Extended Reading

Grand Hyatt Shanghai



1. The Grand Hyatt Shanghai holds the distinction of being the world's highest hotel, occupying the 53rd to 87th floors of the Jinmao Tower, one of the city's most distinctive contemporary architectural icons. Situated in the heart of Pudong's Lujiazui Financial District, the hotel offers guests spectacular views of both the Bund and Pudong's rapidly changing space-age skyline, including the nearby Oriental Pearl Tower and Shanghai World Financial Center, which recently overtook its neighbors as Shanghai and China's tallest building.

2. The hotel itself does not even begin until you are almost halfway up the building, but the elevators here travel incredibly fast so hold on to your hat! The hotel enjoys a good geographical location, 25 km from Hongqiao International Airport, 40 km from Pudong International Airport, 12 km from Shanghai Railway Station and 6 km from the center of the city. The hotel is also a short walk from world-class shopping and dining areas as well as transportation connections, including the subway.

3. The hotel's decor blends contemporary Chinese design with Art Deco and Western style futurism, evoking Shanghai's previous golden age as much as its energetic, confident present. The hotel has 555 suites and it is no exaggeration to say that they are the most superior and the largest suites in Shanghai. The 555 suites wrap around a circular atrium spiraling up the center of the hotel. All boast spectacular views. This is the " in" place to stay.



4. The rooms all have access to high speed Internet. Guest bathrooms are furnished with high-tech power showers among other luxurious facilities. There is a well-equipped business center, banqueting halls and the ten conference halls, all equipped with high-tech audio and video facilities and ideal for conferences or business meeting.

5. The hotel's restaurants are also spectacular and already renowned throughout Shanghai. So too are the two bars on the 88th floor of the building where Shanghai stars frequently perform. And, when you have eaten and drunk to your heart's content, why not take a swim in the clouds in the hotel pool on the 87th floor of the building?

6 This hotel really is like nothing else in the city or indeed in China. If you have the money, and you want, need, or just enjoy total luxury, the Grand Hyatt is unbeatable.

Questions for Discussion

1. Where is Grand Hyatt Shanghai situated?
2. Is the hotel convenient in terms of transportation? Why or why not?
3. There is an extraordinary scene in the middle of the hotel. What is it?
4. Do you want to stay in such a grand hotel?
5. Do you want to be a staff in such a hotel?

 Exercises

I. Give the terms or phrases according to the meanings.

1. distinction	A. to pass after catching up with
2. contemporary	B. action of making overstatements
3. icon	C. recognition of achievement or superiority; honor
4. overtake	D. making a very fine display or show; impressive
5. blend	E. shaped like or nearly like a circle; round
6. evoke	F. a representation or symbol
7. exaggeration	G. to combine or mix
8. circular	H. impressible to defeat or surpass
9. spectacular	I. current; modern
10. unbeatable	J. to call to mind

II. Translate the following sentences into English.

1. 这是高品质主体宴会、西式酒会及政府高层会见的理想举办场地。
2. ××华天大酒店是湖南华天集团按照五星级标准建造装修的豪华酒店。
3. 对不起，我确实没有弄清您说了什么。
4. 这家企业位于市中心，占据了一幢现代化商务大楼的两层。
5. 女士们，先生们，大家请注意一下好吗？



6 从教堂塔楼看到的景色真是美极了。
7. 本酒店以高质量产品和客户服务而著称。
8. 这支曲子有点太嘈杂了。
9. 这个地区有什么历史遗迹？
10. 我们可能忽略了一些细节。

III. Translate the following sentences into Chinese.

1. You have to pay 100 US dollars in advance.
2. I assure you that it won't happen again.
3. These people are accustomed to hardwork since they always work overtime.
4. Shall I explain some items for you?
5. Employees are entitled to four-week's paid vacation annually.
6. A tip of about 15% is expected, we should leave them on the table when we leave. Waiter, may I have the check, please?
7. She reminded me of what I should otherwise have forgotten.
8. Servings in this hotel are large, too large for both us.
9. The hotel enjoys premier brand quality and is recognized as a leading restaurant in the industry.
10. Bring me the bill, please.



Writing

酒店人力资源调查

Hotel Human Resources Survey

Dear Guest:

Huatian Hotel Sovereign in this commitment, willing to provide you the highest level of service and hotel facilities. For continuous self-improvement, the pursuit of perfection, please fill out the form.

1. Which would you focus on?
a)F&B b)rooms c)entertainment
2. What would you feel for the hotel outside style?
a)unique b)the same style as inside c)colorful
3. Which style you prefer?
a)chinese b)euro c)fashion d)country-side
4. Which style would you prefer in the rooms?
a)warmly b)unique c)luxury
5. How do you feel about the hotel you stayed in?
a)temporary rooms b)warm like at home c)can show guest's style d)satisfied with guest special request
6. Which channel you made reservation from?
a)guest direct b)from government c)from group d)company direct e)reservation center f)agent direct

7. Which kind of restaurant is your favorite?

a)Chinese restaurant b)Western restaurant

8. How would you rate the overall quality of the hotel?

a)very well satisfied b)with disappointment

9. Which way shall we improve in your opinion?

a)service b)staff quality c)price

10. Would you like to come here again?

a)Yes b)No

Thank you for your comments and suggestions. We appreciate you taking the time to complete this survey and look forward to welcoming you back.

Practical Writing

Directions: For this part, you are allowed to write *a short essay entitled Working Plan*. You should write at least 150 words according to the information given below.

你是某酒店西餐部领班，根据来宾反馈，要求员工制订工作计划。建议内容如下。

1. 根据实际情况制订工作计划，不能太保守，也不可太冒进；

2. 计划要具体、细致，明确地列出完成计划的标准和时间。



Unit 11 Room Service

Key Points Teaching, Learning & Assessment

☞Subject Description



房膳服务是酒店为方便宾客、增加收入、体现酒店服务水准而提供的服务项目，通常由酒店的餐饮部(Food & Beverage Department)负责，一般提供全天 24 小时或不少于 18 小时的服务。

☞Teaching Objectives

After learning this unit, you will grasp:

1. The way to introduce room service. 介绍房内用膳的方法。

2. The skills to take room service orders on the phone. 接受电话预订房膳服务的技巧。

3. The way to sent food to the room and serve the guest. 送餐进房间。

4. Have ability to communicate with guests by related sentence pattern about offering room service skillfully. 能够熟练运用有关提供房膳服务的语句与客人交流。

★ Key Points in the Unit

Eight Steps to Room Service

- Greet the guest. 问候客人。
- Get the information from the guest. 询问客人。

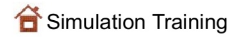
What he wants? 想要什么？

Special demands for cooking. 对烹饪的特殊要求。

The guest's name and his room number. 客人的名字和房间号。

- Confirm. 确认。
- Tell the guest the order will be ready soon. 告知客人点餐很快就能准备好。
- Deliver the food to the guest room. 送餐到客人房间。
- Speak out the order and give the bill to the guest. 报点餐，把账单给客人。
- Ask the guest to sign the name and room number. 要求客人签署姓名和房间号。
- Express your wishes. 表达祝愿。





Simulation Training

Situational Case



Case 1

Ordering Room Service

Context: A guest calls Room Service to order.

(S=Staff G=Guest)

S: Good evening. Room Service. May I help you?

G: Yes. Please send one "Fried Rice of Yangzhou Style" and one "Mixed Fruit Plate" to our room.

S: Anything to drink, sir?

G: Yes, two bottles of beer.

S: Is there any particular brand you like, sir?

G: Carlsberg.

S: Yes, sir. Is there anything else you want, sir?

G: No, thanks.

S: May I know how many of you so that I could prepare the right set of tableware?

G: Yes, two of us.

S: Excuse me, sir. May I know your name and room number?

G: Tom Smith, Room 1208.

S: So, that's one "Fried Rice of Yangzhou Style", one "Mixed Fruit Plate" and two bottles of Carlsberg beer. We will send them to your room in twenty minutes.



Tips

在北美的多数餐馆用餐时，由于人们都是分开点菜的，所以付账时很容易分清谁付多少钱，并且北美人也习惯于各付各的账。但在中餐馆吃饭时大家共同分享食物，因此付账时是大家分摊。在西餐馆用餐，结账时服务员会将账单倒扣在桌上，过一会儿再过来收钱，这样服务员就不用浪费时间站在桌边等用餐者商量谁该付多少钱了。



Case 2

Serving Breakfast in the Room

Context: A guest calls Room Service to order breakfast; a waiter is serving the breakfast to the room.

(S=Staff G=Guest W=Waiter)

S: Good morning. Room Service. May I help you?

G: Yes. I'd like to have breakfast in the room.

S: What would you like to order?



G: I'd like some bacon, boiled eggs, toast, and a cup of black coffee.
S: How would you like your eggs, sir?
G: Lightly done.
S: Is that all?
G: Yes.
S: May I have your name and room number, please?
G: Yes. Room 908. Mr. Brown.
S: Your order will be ready very soon. Goodbye.
…
W: Room Service. May I come in?
G: Come in, please.
W: Good morning. Here is the breakfast you ordered, Mr. Brown.
G: Thank you. Put it on the table, please. What's the news today?
W: Here's today's China Daily.
G: Thank you. That's very nice of you.
W: You're welcome. Mr. Brown, would you please sign the bill?
G: Yes, here you are.
W: Thank you, Mr. Brown. Enjoy your breakfast.

Common Words

room service			房膳服务
tableware	['teiblwɛə]	*n.*	(总称)餐具
toast	[təust]	*n.*	烤面包
whisky	['hwiski]	*n.*	威士忌酒

Notes to the Dialogues

Would you please sign the bill? 请您在这里签单好吗？
送餐进房间的服务员离开客房前，要礼貌地请客人签单，以便结账。

Functional Sentences

订餐服务说明

1. We can provide very good room service for you.
   我们可以向您提供很好的送餐服务。
2. Breakfast is served from 7:30 to 10:00 a. m.; lunch and dinner is served from 11:00 a.m. to 11:00 p.m..
   早餐是从上午 7:30 到 10 点供应，午餐和晚餐是上午 11 点到晚上 11 点供应。
3. Room service is available 24 hours a day.
   客房送餐服务一天 24 小时都提供。



4. You may dial 6, then ask for Room Service.
   请您先拨 6，然后告诉客房服务台。
5. If you like, we can make a note of your list and send it to them. What would you like us to do?
   如果您愿意，我们也可以替您记下来，再转告他们。您希望我们怎么做呢？
6. There is an extra service charge of 15% for room service.
   客房送餐服务要加收 15%的服务费。

询问客人喜好

1. Which kind of juice would you prefer, grapefruit or orange?
   您喜欢哪种果汁，是西柚汁还是橘子汁？
2. How would you like your eggs/steak?
   您点的鸡蛋/牛排要怎样做呢？
3. Would you like ham or bacon with your eggs?
   您喜欢火腿还是咸肉夹蛋呢？
4. Would you prefer rolls or toast?
   您想要早餐包还是烤面包呢？

送餐到房间

1. I'm the waiter of Room Service. I have brought you the breakfast.
   我是送餐员，我给您送早餐来了。
2. Shall I open the wine?
   要我把酒打开吗？
3. Would you like to sign the bill, please, sir?
   先生，请您签一下账单好吗？
4. You can just leave the trolley outside the door, sir.
   先生，您把餐车放到门外就可以了。
5. Would you care to ring Room Service when you finish your meal, sir?
   先生，您用完餐后请打电话到送餐部，好吗？

Classroom Activities

Activity I Complete the Following Dialogues

S: ________________________(早上好，房内用膳，能为您效劳吗？)

G: Will you please send breakfast to my room?

S: ________________________(当然可以，请问哪个房间？)

G: 806.

S: ________________________(请问您想吃点什么？)

G: I'll have fresh orange juice and some oatmeal, please.

S: ______________________(还要点别的吗？)

G: And coffee.

S: ______________________(就来一份吗？)

G: Yes. How long do I have to wait?

S: ______________________(我们马上送到您房间。)

Activity II Translation

1. 客房送餐服务全天 24 小时提供。
2. 请您先拨 9，然后告诉服务台。
3. 客房送餐服务要加收 15%的服务费。
4. 早餐是从 7 点半到 10 点供应，午餐和晚餐是上午 11 点到晚上 11 点供应。
5. 让我确认一下您的订单。

Activity III Make Dialogues According to the Given Situations

Role-playing 1

A staying guest makes a call for breakfast room service. You receive the phone and ask if he likes Continental or American breakfast. The guest prefers American breakfast.

Role-playing 2

You deliver the food to the guest room. Ask the guest if he'd like to have breakfast at the bedside. You also ask the guest what time he likes you to take away the dishes.





Extended Reading

What Do Guests Really Want?

1. Control (控制)

Guests need to feel they are in control of the situation. And also, they need to feel they can make things come out their way and they are not being taken advantage of, manipulated or deceived.

2. Goals (目标)

Guests need to feel that whatever they are doing is helping them move toward their goals. Most of the things we do in life are in pursuit of some goal. We are constantly seeking those things that are important to us: things we feel will bring us happiness and satisfaction.

3. Self-image (自我感觉)

Guests like to feel good about themselves as they go about their daily lives. They like to think of themselves as doing the right thing, that they are intelligent and competent, not foolish or silly. They like to interact with those who help them maintain their positive image of themselves.



4. Fairness (公平)

One of a guest's strongest drives involves a sense of fairness. They like to feel that in any service transaction, they are being treated fairly and appropriately when compared to others.

5. Friendliness (友善)

Guests want to feel good about those with whom they interact. They want to trust them and have confidence in them. They like service-givers to be friendly and warm so they as guests can enjoy a pleasant service transaction.

6. Understanding (理解)

Guests always want to know WHAT is happening and WHY, so they can understand what's going on around them. In service-giving situations they get frustrated and angry when they can't get the information they want. They don't like it when things are not explained to them so they can really understand what's going on.

7. Security (安全)

Guests have a strong need to feel safe and secure. They like predictable situations where they are familiar with everything and know what's going to happen. That's why often hesitate to change services or products, or move to a new city. In service situations they get apprehensive when they think their safety or security is threatened.

8. Approval and Recognition (赞成，认可)

Guests like to have the approval and acceptance of others. Praise and recognition by others is one of their most powerful motivators. From our first efforts as babies to gain the approval of our parents, we all spend a lot of time trying to get others to recognize us for our accomplishments.

9. Importance (被重视)

All guests like to feel they are important and essential. In service-giving situations, they want service-givers to recognize their importance and not ignore them or treat them as unimportant. They like prompt, full attention and to have their time and activities given the proper consideration.

10. Appreciation (感谢)

Guests like to feel appreciated. Especially if they invest a large amount of time, energy or money in something. They want that effort to be appreciated by those who benefit from it. In dealing with organizations they patronize, guests like to know their business is valued and appreciated, especially if they are regular guests.

11. Belonging (归属感)

Guests like to identify with organizations. They belong to clubs, neighborhood groups and volunteer organizations. They like to feel they contribute to others, and that others contribute to them as members of the same group. They enjoy being identified as people who being to a group. In service-giving situations, guests are often proud of their affiliation



with an organization. They like the feeling of being a regular guest and " belonging " to that organization. Service-givers who recognize regular guests, greet them by name and acknowledge their affiliation. Help their guests satisfy that sense of belonging.

12. Honesty (诚实)

Guests have a strong need to feel they can trust and have confidence in service-givers and their organizations. This is especially true today because so many guests have been the victims of false advertising, broken promises and poor service.

Questions for Discussion

1. What are the 12 needs for the guests?
2. In practical work, what aspects have you achieved? How did you achieve them?
3. If you are a guest of a hotel, except for these needs, what else do you want?
4. Which one of the 12 items is the most important to a service-giver?
5. In everyday life, we should try to meet other people's demands. Do you think so?

 Exercises

I. Give the terms or phrases according to the meanings.

1. victim	A. give an advantage to
2. affiliation	B. a person who is tricked or swindled
3. motivator	C. properly or sufficiently qualified or capable or efficient
4. patronize	D. act together or towards others or with others
5. security	E. capable of being foretold
6 predictable	F. a positive motivational influence
7. interact	G. cause someone to believe an untruth
8. competent	H. the state of being free from danger or injury
9. deceive	I. be a customer or client of
10. advantage	J. a social or business relationship

II. Translate the following sentences into English.

1. 晚上好，这里是香格里拉大饭店预定处。需要帮忙吗？
2. 先生，谢谢您的耐心等待。
3. 希望您很快能倒过时差来。
4. 您想兑换哪种货币？
5. 如果您想发电子邮件，您可以在您的房间里发，或者到商务中心发。
6. 恐怕我不能那样做，这是违反我们酒店规定的。
7. 我们餐厅提供 24 小时服务。
8. 中餐强调色、香、味俱全。



9. 您需要快件服务吗？

10. 全心全意为顾客服务是我们酒店的宗旨。

III. Translate the following sentences into Chinese.

1. Not at all. I'm always at your service.
2. Please watch your step.
3. You are wanted on the phone.
4. We charge a handling fee.
5. I would like to store my laptop computer in one of your safe deposit boxes.
6. If you need any other things, please let us know.
7. According to the cooking books, the famous dishes from ancient to now are over 8 000.
8. Today's special is very popular.
9. I'm sorry, sir. Do you mind trying something else? That would be on the house, of course.
10. Here are some flowers for you in the name of all our hotel staff.



Writing

通知

通知是人们用来讲述即将发生或发生了什么事的写作方式。它通常由 4 部分构成。

1．谁——发起者和受邀者。

2．什么——即将发生或已发生的活动。通知的主题及展示的方式等。

3．什么时候——日期，本周哪一天和准确的时间。

4．什么地方——地址，哪个楼和房间号等。

有的通知也含受邀人及其他核算成本等。

参考词组

圣诞节 Christmas Day; Christmas

获一等奖 win the first prize

Notice

Sample

Notice

March 23

To improve the staff's oral hotel English, an Oral Hotel English Training Class will be opened. All the courses will be given at weekend in April (six periods per day, from April 6 to 28). The excellent qualified teachers will be invited to give the lectures.

Those who are willing to attend please enroll actively as follow.

Place: Office of English Training

Time: By March 28 **Training fee**: 150 Yuan All English fans are warmly welcomed ! English Training Department

Practical Writing

Directions: For this part, you are allowed to write *a short essay entitled Notice*. You should write at least 150 words according to the information given below.

你作为一名组织者，需要发布一则通知。建议内容如下。

1．本公司 CEO 来演讲，题目为“如何提高酒店管理效率”。

2．演讲时间：4 月 12 日 14:00—16:30。

3．地点：校礼堂。

4．联系人：杨先生。

5．联系电话：84602993。

Unit 12　Bar Service

Key Points Teaching, Learning & Assessment

☞Subject Description

酒吧服务是酒店的一个重要特色，现代几乎所有的酒店都会开设酒吧，以满足客人的需求。

☞Teaching Objectives

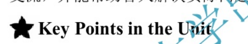


After learning this unit, you will grasp:

1. Learn related knowledge and important sentence patterns about bar service. 学习酒水服务的有关知识和重点句型。

2. Know main work about bar service and grasp important sentence patterns. 了解酒水服务的主要工作并且掌握重点句型。

3. Have ability to communicate with guests by related sentence pattern about bar service skillfully, and solve some real problems for guest. 能够熟练运用有关酒吧服务的语句与客人交流，并能帮助客人解决实际问题。



Key Points in the Unit

Seven Steps to Bar Service

- Greet the guest and show the way. 问候客人并引路。
- Take orders. 点餐。
- Serve wine. 提供酒品。
- Communicate with the guest. 与客人交流。
- Ask for the guest's opinion. 询问客人的意见。
- Bring the bill to the guest. 请客人结账。
- Say goodbye to the guest. 与客人道别。



Simulation Training

Situational Case



Case 1

Tendering at the Bar

Context: Mr. and Mrs. Brown come into the hotel bar in the evening. A bar-tender is taking the orders and serving the couple.



(W=Waiter　G1=Guest 1　G2=Guest 2)

W: Good evening, sir and madam. Welcome to our Moon Bar.

G1: We want to have a drink in your bar.

W: Certainly, sir. This way, please. Will this table do?

G1: OK.

W: What would you like to drink, sir and madam?

G1: I'd like some brandy.

W: Yes, sir. What brand, please?

G1: Remy Martin, with soda water.

G2: Whiskey for me, Canadian Club, please.

W: With or without ice, madam?

G2: On the rocks.

W: Any other drinks?

G1: Can you offer me one whiskey, too? Any brand, but straight up.

W: Yes, sir. How about you, madam?

G2: I don't think much. I'd prefer some soft drinks.

W: Certainly, madam. What's your pleasure, please?

G2: Mineral Water.

W: Yes, madam. Shall I bring you some snacks?

G2: Oh, yes, some peanuts and chips, please.

W: Thank you, sir and madam. Your drinks and snacks will be served in a minute. Please enjoy your drinks.



Tips

酒吧常用词汇

冰水	ice water	餐后甜酒	dessert wine
汤力水	tonic water	开胃酒	aperitifs
比特苦酒	bitter	苏打水	soda water
糖水	syrup	软饮料	soft drink
基酒	base	特基拉	tequila



Case 2

Recommending Tea

Context: A waiter is introducing Chinese tea to the guests.

(W=Waiter　G=Guest)

W: Good evening, welcome to Night Club. What would you like to drink tonight?

G: Good evening, I'd like to have some tea, please.

W: What kind of tea would you prefer?



G: Green tea, please.

W: We have Dragon Well tea from Hangzhou and Biluochun tea from Jiangsu. Do you like to try any one of those?

G: I've heard a lot about Dragon Well tea. So, let's try one of those please. By the way, is there any black tea in China?

W: Certainly. The most famous black tea is WuLong Tea. It helps people to control or lose weight, but green tea is the most popular tea in summer time.

G: Oh, what about jasmine tea?

W: It's a kind of green tea with smell of jasmine. Beijingers like it very much.

G: I see. Thank you so much for telling me those. Next time, I know how to introduce other tea to my friends.

W: Don't mention it, it is my pleasure. Your tea will be ready very soon.

G: Thank you!

Common Word

soda water 苏打水
on the rocks 加冰
straight up 纯饮

Notes to the Dialogues

1. 西洋名酒

- 威士忌(Whisky)

酒精含量为 40%～45%，依照产地可分为 Scotch(苏格兰)、Bourbon(美国波旁)、Canadian(加拿大)、Irish(爱尔兰)、British(英格兰)等威士忌。饮用威士忌时，可以加冰块、苏打水和其他饮料。但是优质的威士忌最好纯酒饮用，才能品尝出它与众不同的醇美滋味。

- 琴酒(又称为“金酒”“杜松子酒”)(Gin)

琴酒可以分为两种，即 Dutch Gins(荷兰琴酒)和 Dry Gin(小甜琴酒，产于英国、美国)。以琴酒为基酒，可以调制出千种以上的鸡尾酒(Cocktails)，所以有人称琴酒为“鸡尾酒的心脏”。

- 兰姆酒(Rum)

酒精含量在 40%以上，具有特殊的芳香和可口的甜味，分为 The very dry(口味较浓郁而且辛辣)和 Light-bodied(口味较清淡)两种口味。

- 雪利酒(Sherry)

法国的葡萄酒加上白兰地，就是雪利酒(Sherry)。雪利酒经常被拿来当作餐前酒(Aperitif)，促进食欲。它的酒精成分含量在 15%～18%，开瓶以后，酒质不会变坏，非常经济，一般可以分为菲瑙(Fino，颜色浅淡，无甜味，味道较清淡)和俄罗索(Olorosos，味道较甜，颜色较深，呈深黄色或深棕色)两类。



● 伏特加(Vodka)

酒色透明，非常纯净，酒精含量高达 95%，所以饮用时，需先加水将酒精稀释到40%～55%比较适宜。除了直接饮用之外，它可拿来调制鸡尾酒，是鸡尾酒的基酒之一，也可以冰冻或是加上冰块后饮用。

● 白兰地(Brandy)

白兰地是一种蒸馏的葡萄酒，再加上其他果汁酒发酵制成，酒精含量在 45%～50%。以法国南部 Cognac(可涅克)一地所生产的白兰地最为著名，人称 Cognac 酒，是白兰地酒之王。

● 香槟(Champagne)

法国出产的名酒，由其原产地 Champagne 而得名。香槟酒可以分为 Brut(完全没有糖分，带点苦涩味道的上等香槟)、Sec(微带点甜味的香槟)和 Extra Sec(不甜的香槟)三种。香槟酒在开瓶后，会爆出巨响，冒出泡沫，因此经常用于宴会来增添喜庆气氛。它和菜肴搭配非常灵活，在餐前、餐后都可以饮用。

● 苦艾酒(又称“法国威末酒”)(Vermouth)

在白葡萄酒中加入苦艾、香料和其他药材制成，主要产地为法国和意大利。法国苦艾酒酒精含量为 19%，味道比较辛辣；意大利苦艾酒味道甘甜，酒精成分在 15%～18%，以 Torino Vermouth 最为有名。苦艾酒一般都当作餐前酒，也经常用来调制鸡尾酒。

● 利口酒(Liqueur)

混合白兰地、琴酒、兰姆酒、威士忌等烈酒，再加上香料和糖浆共同调制而成。利口酒酒精含量很高，甜美芬芳，常用作餐后甜酒，或用来调制鸡尾酒。

● 鸡尾酒(Cocktail)

以各种蒸馏酒(如琴酒、苦艾酒等)为基酒，再加入各种饮料及香料调制而成。凡是混合的调味酒都可称作鸡尾酒，所以其种类繁多，有 3 000 多种。鸡尾酒常用于宴会，也可用作一般正餐的餐前酒。

2. Remy Martin　人头马，是著名的白兰地品牌之一。

3. Canadian Club　加拿大俱乐部，是加拿大威士忌的一个著名品牌。

Functional Sentences

酒吧服务

1. Would you like to try some Chinese alcohol?
   您想不想试一试中国酒呢？
2. Maotai is the best Chinese spirit.
   茅台是最好的中国烈酒。
3. It’s rather strong, but never goes to the head.
   它度数较高，不过从不上头。
4. What would you like to drink?
   您想喝些什么？
5. Have you decided what you would like to drink?
   您决定了喝什么吗？



6. Which vintage would you prefer?
   您喜欢哪一种葡萄酒？
7. Would you like… (recommended drink)?
   你喜欢……(推荐的饮料)吗?
8. How about Champagne?
   来点香槟怎么样？
9. Would you like to try the Dry Sherry?
   您想不想尝尝不甜的雪利酒呢？
10. I would recommend ××.
    我想向您推荐××。
11. Would you like to have some snacks with your wine?
    您要不要叫一点小吃来下酒呢？
12. Here is the wine list.
    这是酒水牌。
13. We have a very extensive cellar.
    我们的藏酒非常丰富。
14. I think that a Chablis would go very well with your oysters.
    我想夏布利白葡萄酒会和您点的生蚝很相配。
15. What is your "House Wine"?
    你们的"本楼特饮"是什么？
16. It's a Burgundy with a rich but delicate body which is not too dry.
    勃艮第葡萄酒浓郁香醇，也不至于一点甜味都没有。
17. I'll put the cork here.
    我把软木塞放在这儿。
18. How is the taste/color/bouquet/temperature/… of the wine?
    酒的味道/颜色/香味/温度/……如何？
19. There is a lot of sediment in the bottle.
    这酒瓶子里有很多沉淀物。
20. This wine is not chilled enough.
    这酒不够凉。
21. If we add ice, the taste will be spoiled.
    如果加冰，会破坏了它的味道。

Classroom Activities

Activity I Complete the Following Dialogues

W: Good evening, sir.

G: Can I get my child to come in to listen some music for a moment?

W: How old is he, sir?

G: Ten.

W: I'm afraid not, sir. ______________________(按照我们的规定，18 岁以下的顾客是不允许进入酒吧的。)

G: I know, but it's our last night in China.

W: I'm really sorry. ______________________(我很愿意帮忙，但希望您能够体谅我。)Now how about a drink in the lounge outside? You can see the ban and listen to the music as well.

G: Well, you're doing your duty.

Activity II　Discussion Topics

(1) What do you know about Chinese beer?

(2) What kind of drinks is normally served with a meal?

(3) How do you know if a guest is interested in ordering wine?

(4) Why do guests sometimes complain about the taste of wine?

(5) What have you learnt from the text above?

Activity III　Make Dialogues According to the Given Situations

Role-playing

Miss Johnson asks you whether you have some Scotch Whisky. You make some suggestion and he finally takes Chival Regal on the rocks.



Extended Reading

Learn to Be Good at Conversation

1. A good conversationalist is popular anywhere, so conversation is an art worth studying. Notice what makes other people's conversation attractive, practice saying only things that are interesting to others. It is bad taste in society to talk a great deal about oneself or one's family. There are many interesting and fascinating subjects of conversation in these days——world issues, social problems, literature, art, music, psychology, education, science, sports, hobbies or any special interest. One has a common with others. Nothing reveals more quickly the kind of person you are than the things you talk about.





2. There are certain things that are considered bad manners in Western countries to talk about in society. It is very important to know these and avoid them. The subjects to be avoided are: bodily functions, or anything connected with the more private parts of the body; income or salary of friends, or prices of their possessions; the age of the person one is talking with; personal questions or remarks, such as, " Why don't you get married? " or " I should think you would want to have some children. "Some of these are permissible in Chinese society, but they are all taboo in Western society.

3. It is not good manners to speak of one's own country as if it were more important or better than others. But neither is it good to speak depreciatingly of one's country or call it "unworthy". Western manners do not require one to say anything which is untrue, but it is best to avoid being too frank about things which would make people feel unhappy —— unless by doing so you feel some good might come of it. Speak naturally but not boastfully of the good things in your own country, and speak appreciatively of what you can approve of in the foreign country.

4. In a conversation or discussion it is bad manners to take more than your share of the time in talking when others wish to talk also. It is bad manners to interrupt anyone else when he is talking. It is bad manners to be dogmatic and sure of your own point of view, suggesting by your speech or action that no one else's is of any value. It is bad manners to get cross or surely or angry in a conversation or discussion. If you are thinking as much of others as of yourself, you will not make any of these mistakes.

5. Wit and humor are a great asset to any conversation, and if you can be person who knows how to tell a funny story or to make witty remarks without too much sting in them, you will not only add to your popularity, but may save many a conversation from becoming an unpleasant discussion or a rude argument.

It is considered impolite, when in a small group, for two people to talk together in a language unfamiliar to the others. If for any reason you find it absolutely necessary to do so, you may say to the others, " Would you pardon me, please, if I explain something to Mr. Spooner in Chinese? "

Questions for Discussion

1. Conversation is important to a staff in a hotel. Do you have any good skills of conversation?

2. Do you know anything about making a good conversation with others?

3. Give some examples showing the different degrees of politeness. Guess the results of different sentences.

4. Do you have any experiences with someone who is a good conversationalist or bad conversationalist?

5. What should be avoided in a conversation?





Exercises

I. Give the terms or phrases according to the meanings.

1. conversationalist	A. a statement that expresses a personal opinion or belief
2. taboo	B. someone skilled at conversation
3. suggest	C. excluded from use or mention
4. issue	D. drop a hint; intimate by a hint
5 depreciate	E. mental ability
6. bodily	F. delicate discrimination (especially of aesthetic values)
7. wit	G. bodily existence
8. remark	H. lower the value of something
9. asset	I. an important question that is in dispute and must be settled
10. taste	J. a useful or valuable quality

II. Translate the following sentences into English.

1. 女士们，先生们，现在我们可以开始了吗？
2. 让我来介绍一下我们今天的贵宾吧。
3. 请关手机。
4. 我不太明白您的意思，您指的是？
5. 请坦诚交流观点。
6. 也许您是对的，但我们不能忽略这对客人的潜在影响。
7. 我建议做一次关于客人们需求的电话调查。
8. 您的自信给我留下了深刻的印象。
9. 我为刚才说的话道歉。
10. 这是我们的底线了。

III. Translate the following sentences into Chinese.

1. Can we go around the table and introduce ourselves?
2. Let us all calm down.
3. You have the floor.
4. Sorry, I think you misunderstood what I said.
5. I’m positive to see more pleasant cooperation between us two companies.
6. We have to change if we want to keep them.
7. I owe this big success to all of your efforts.
8. If we don’t follow the rules, we will be fined.
9. As for this regulation, please consult to us if you have any problem.
10. Can you explain the role of this new service?





Writing

名片

名片是一种很好的价廉的广告形式。人与人沟通时，人们互换名片以了解个人信息。名片常含下列信息。

1．姓名(Person's Full Name)。
2．职位和职称(Title / Position)。
3．地址(Address)。
4．邮政编码(Zip Code)。
5．电话号码(Telephone Number)。
6．传真号(Fax Number)。
7．电子邮件地址(E-mail Address)。

此外，名片的颜色和材质，名片的图标等能吸引人们的眼球，并有助于人们记住名片。

名片的反面也常含大量信息。

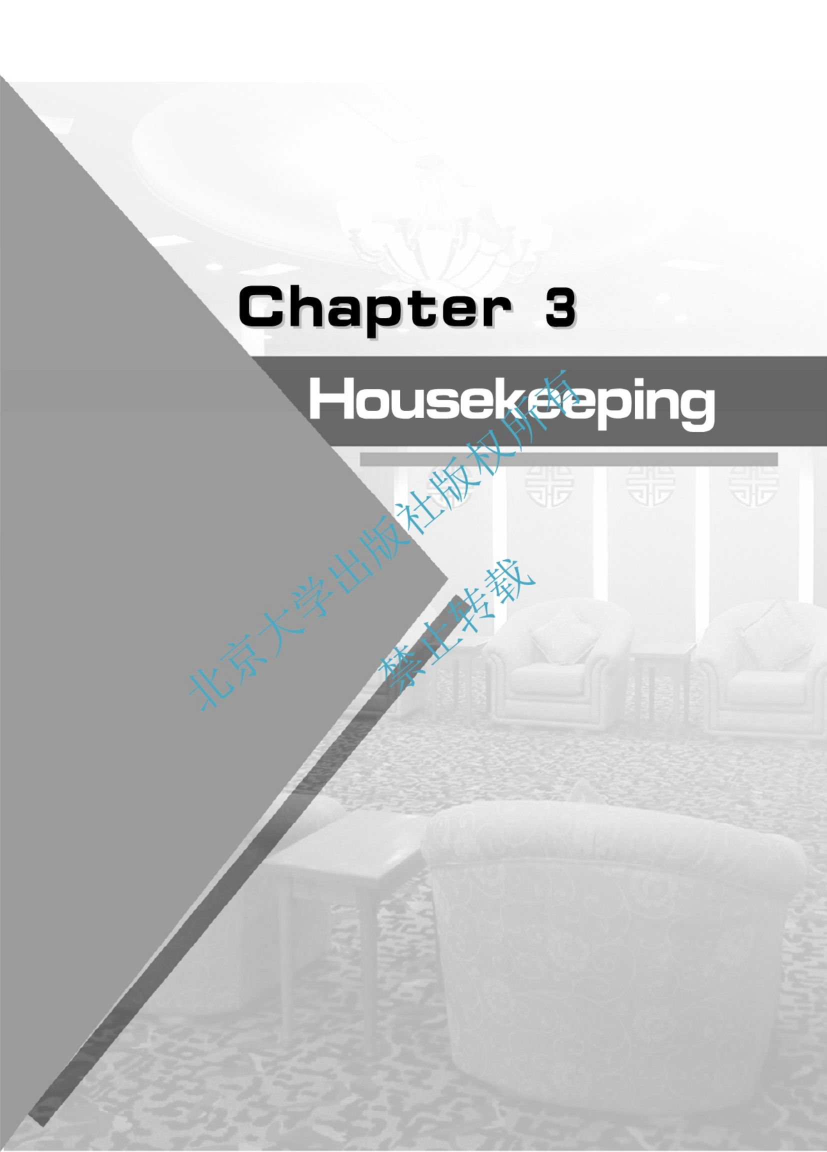
sample

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Practical Writing

Directions: For this part, you are allowed to design *a business card* for Mr. Huang according to the information given below.

姓名：黄明
酒店：长春香格里拉大酒店
职务：西餐部经理
地址：西安大路 569 号
邮编：130061
邮箱：slcd@shangri-la. com
电话：0431-8898××××
传真：0431-8898××××
手机：1375603××××



Chapter 3

Housekeeping

Unit 13　Regular Services in Guest Rooms

Key Points Teaching, Learning & Assessment

☞Subject Description

客房部的主要工作是管理酒店所有的客房，为客人提供方便、舒适、清洁、安全的客房住宿环境。

☞Teaching Objectives

After learning this unit, you will grasp:

1. The ways to clean guestrooms. 如何提供客房清洁服务。

2. The skills to arrange extra beds for the guests. 如何完成加床服务。

3. Have ability to communicate with guests by related sentence pattern about regular service in guest rooms skillfully. 能够熟练运用有关客房常规服务的语句与客人交流。

★ Key Points in the Unit

The Duty of Housekeeper in the Hotel

- An executive housekeeper is in charge of the neatness and orderliness of all the guest rooms. 客房服务员负责酒店客房的整洁有序。
- The actual work of cleaning the guest rooms is performed by the housemaids. 客房的清洁工作有客房服务员负责。
- Their duties include making or changing beds, dusting furniture, sweeping or cleaning floors and carpets, cleaning bathrooms, replacing towels and washcloth, etc.. 他们的工作通常是换床单，打扫家具，清扫和清洁地板、地毯，打扫浴室等。
- In most hotels, the housekeeping day shift has to clean all the guest rooms, while the evening shift is responsible for cleaning any rooms that request late service, and special service, such as turn-down service. 大部分酒店白班的客房服务员需要打扫所有客房，晚班客房服务员负责清洁有夜间打扫需求的客房， 同时完成开夜床服务。

Tips

客房服务员可以通过以下途径了解客人的姓名。

Luggage tags(行李标签)

Registration desk(入住登记处)

Arrival list(来客单)

Restaurant reservation(餐厅预订)

Credit cards(信用卡)

Asking the guest what his/her name is(直接询问客人其姓名)

 Simulation Training

Situational Case



Making up the Room

Context: Mr. Smith returns to the hotel in the afternoon and finds his room has not been cleaned. He calls the Room Center.

(R=Room Attendant G=Guest)

R: Good afternoon. Room Center. How may I help you?

G: Good afternoon. Could you send someone to clean my room?

R: May I have your name and room number, please?



G: Tom Smith. Room 1005.

R: Yes, Mr. Smith. The "DND" sign hanged on your room doorknob most of the day. So we didn't clean the room so as not to disturb you.

G: Well, it is my fault. I forgot to take down the sign when I went out.

R: Do you wish the room to be cleaned now?

G: Yes, if there is not much bother.

R: No trouble at all, sir. The room attendant will be in your room soon.

(A few minutes later)

R: It is room attendant. May I come in?

G: Yes, please.

R: Good afternoon, Mr. Smith. I'm here to clean the room. Do you mind my opening the window?

G: No, of course not.

R: Oh, sir. I'm afraid you have not marked the minibar list. You had a cola which costs RMB 10. Am I correct?

G: Yes, exactly.

R: Would you please sign your name on the minibar list?

G: Sure. …Here you are.

(After the cleaning)

R: Is there anything else I can do for you, Mr. Smith?

G: No, thank you. I really appreciate your efficient work.

R: My pleasure. We are always at your service. Goodbye.





Case 2

Arranging an Extra Bed

Context: Mr. and Mrs. Smith have just checked in this morning. They are expecting their mother to come to the hotel to join them. Mr. Smith calls the Housekeeper asking for an extra bed.

(H=Housekeeper G=Guest)

H: Housekeeping. Li Lei speaking. How may I help you?

G: Yes, I'd like to have an extra bed in our room.

H: May I have your name and room number, please?

G: I'm Peter Smith. Room 809.

H: Yes, Mr. Smith. You said you need one extra bed in your room. Am I correct?

G: Exactly.

H: And what kind of bed do you need? For children or for adults?

G: For our mother.

H: I'm afraid we have to charge half of one room night rate for such a bed, that is, RMB 425 or 50 US dollars per night.

G: OK, we'll take one.

H: When do you wish the bed to be placed in your room, sir?

G: Eh, any time before our mother arrives. That's around 4:00 p.m..

H: OK. We will have your request registered at the Reception Desk first, and the charge will be billed to your room account.

G: No problem. Could you bring in one more blanket, please?

H: Certainly. We will also provide another set of guest supplies in the room.



Tips

Extending Bed Service 加床服务

在客房部，总有些客人会向客房部工作人员提出加床要求，但是客房部工作人员没有权利直接给客人加床。这时，要求客人打电话到前台以获得许可，或者要求客人直接到前台办理加床手续。只有在获得前台许可之后，客房部工作人员才能给客人加床。



Case 3

Various Services in Guest Rooms

Context: The room attendant comes in Mr. Brown's room with the fresh towel he requested.

(R=Room Attendant G=Guest)

R: I have brought some fresh towels, Mr. Brown.



G: Thank you very much.

R: Do you need anything else?

G: Yes. I need some more complimentary mineral water. Can you do me the favor?

R: I will go to the Reception Desk to see if I can.

G: OK. By the way, there is a bottle of honey on the nightstand. Is it complimentary or shall I pay for it?

R: It is on the house.

G: Very good.

R: Anything else we can do for you?

G: Oh, yes. I nearly forget. The electricity in the bathroom does not go with my electrical shaver. Is it possible for me to get an adapter?

R: Yes, what is the voltage of your shaver?

G: Sixty-six volts.

R: I can go and fetch you one such adapter. We provide adapters free of charge. What else do you need?

G: I think my shoes need polishing. Do you offer such service?

R: Yes, sir. Let me take the shoes to the shoe polishing room and the polished shoes will be returned to you in about ten minutes.

G: That would be fine. Thank you for all the trouble.

R: My pleasure. I will be back soon with the adapter and mineral water you want. See you later.

Common Words

extra	['ekstrə]	*adj.*	额外的，外加的
adult	[ə'dʌlt]	*n.*	成年人
blanket	['blæŋkit]	*n.*	毯子，毛毯
toilet paper			卫生纸
cracker	['krækə]	*n.*	饼干
complimentary	[ˌkɔmpli'mentri]	*adj.*	赠送的
on the house			免费的
electricity	[iˌlek'trisəti]	*n.*	电力；电流
shaver	['ʃeivə(r)]	*n.*	剃具，刮刀，剃刀
adapter	[ə'dæptə]	*n.*	适配器
voltage	['vəultidʒ]	*n.*	电压，伏特数
polish	['pɔliʃ]	*v.*	(使)光滑，擦亮



Notes to the Dialogues

make up the room 整理房间。

也可以说成 tidy up the room 或 clean the room。

Functional Sentences

进房前

1. Housekeeping. May I come in?
   客房服务员。我可以进来吗？
2. I'm sorry to disturb you, but may I clean the room now?
   抱歉打扰您，我现在可以清理房间吗？
3. Well, I'm a bit tied up now.
   哦，我现在有点事情。
4. I'm on the phone.
   我正在打电话。
5. Shall I come back later, sir?
   先生，要我等会儿再来吗？
6. Can you come back later?
   您等会儿再来好吗？
7. What time would you like me to come back?
   您希望我什么时候再来？
8. What time would be better for you?
   您什么时间更合适呢？
9. What time would be convenient for you?
   您什么时间方便呢？
10. Sometime after supper would be fine.
    饭后的时间比较好。
11. Could you wait another 30 minutes please?
    请再等 30 分钟好吗？
12. You can call the front desk when you want your room done.
    当您需要清理房间时，可以给前台打电话。
13. May I come in and check the housekeeper's work?
    我能进房检查一下服务员清理房间的情况吗？

进房清理

1. May I vacuum the room now?
   我可以吸尘吗？(因噪声较大，客人若在打电话则需要询问)
2. May I tidy up your desk?
   我帮您整理下书桌好吗？



3. May I move the things on your desk so that I can dust it?
   为了清洁书桌，我可以移动您桌子上的物品吗？
4. Sure, go ahead.
   好的，请吧。
5. Just leave the things as they are, please.
   就让它们放在那儿吧(别动它们)。
6. I'd prefer you don't move them.
   我宁愿你别动这些东西。

Classroom Activities

Activity I True or False

1. Housekeeping plays a vital function in a hotel because the main product of the hotel is a clean and attractive room.

2. Housekeeping is a very simple operation that requires only a few chambermaids, even in a large hotel.

3. When a guest has hung a "DO NOT DISTURB" sign on his door, the chambermaid may enter the room. But she must knock first.

4. The head of the housekeeping department in a hotel is usually a woman.

5. After opening the door for the guest on his first arrival, the bellboy or the housemaid should precede the guest into the room.

Activity II Complete the Dialogue Orally

W: Good afternoon, Mr. Green.
G: ________________________(下午好，您能帮我一个忙吗？)
W: ________________________(可以，乐意效劳。)
G: Tomorrow is my son's birthday. I'm going to hold a birthday party for him.
W: ________________________(我能为您做些什么？)
G: I'd like you to order a large birthday cake with the words "Happy Birthday" on it and get some fruit for me.
W: Certainly, Mr. Green. ________________________(您需要哪种水果？)
G: Some apples and grapes.
W: All right. ________________________(您需要买点花吗？)
G: That sounds good. Please get me a basket of tulips.
W: ________________________(明天有多少人要来？)
G: About fifteen. And one more thing, could you bring some glasses and knives?
W: ________________________(当然可以。一个生日蛋糕、一些水果和花，对吗？)
G: Right. Here is RMB 500. Is it enough?



W: ______________________(我想足够了。)
G: Many thanks.
W: ______________________(乐意为您服务。)

Activity III Make Dialogues According to the Given Situations

Role-playing

Mrs. Smith in Room 808 wants to have her room cleaned now because she is going to have some guests at 10: 00 this morning. And she also wants the clerk to help her decorate the room with some flowers. Now she is making a phone call to the housekeeping department.

Extended Reading

Housekeeping Managment



1. The housekeeping department is the backbone of a hotel. In a sense, a clean and attractive guest room is one of the products that the hotel sells.

2. The housekeeping department consists of the following units.

(1) Guestroom center, which is responsible for providing articles used in guestrooms, keeping keys for individual floor and contacting with other departments.

(2) Room unit, which provides indoor service, including cleaning all the guestrooms and changing articles for guestrooms, and ensuring the safety of all guestrooms on individual floor.

(3) Housekeeping unit, which is mainly charged with the public areas, such as front office, toilet, public area on each floor; cleaning and maintenance of facilities are also their duties.

(4) Laundry unit, which takes care of the laundry of all the sheets and guest's clothes.

3. A basic housekeeping employee should be trained for the following skills: bed making, vacuuming, dusting, window and mirror cleaning, setup awareness, bathroom cleaning, daily routine, caring for and using equipment and industrial safety.

4. Hygiene is the first important job in housekeeping department. All the cleaning should be carried out strictly in line with cleaning procedures and requirements taught

during training. Examination is a must to guarantee hygiene standard. Examination is conducted on several levels, the self-examination by room attendants themselves, overall examination by foreman and selective examination by managerial personnel. Besides, guests' views and feedbacks should be valued. A feedback paper or book should be placed in the guestrooms with guests' easy reach to collect comments and views from guests concerning hygiene and service quality.

5. Another important job in housekeeping department is daily reception. It centers on guest's checking-in, staying and checking-out. To provide satisfactory service, management in housekeeping department shall design the rules and procedures in receiving guests, including the design of facilities in guestrooms and of service. A close and detailed study and appraisal is always required to understand guests' requirement for room facilities and service.

6. There are two modes in the organization of staff in housekeeping department. One is guestroom center; the other is floor service. The former is marked by high efficiency and unified controlling which could contribute to lower cost while the latter can ensure safety better but demands more clerks. Hotels have to decide on their own mode before they calculate workload, including fixed and flexible load. Fixed workload refers to daily routine performance necessary to guarantee the service standards. The flexible workload differs with the variation of other factors, mainly occupancy rate, different resource of guests and seasons. It is a normal practice that flexible workload is estimated on the basis of yearly average occupancy rate. In deciding individual clerk's workload, quality of individuals, working environment, specifications and labor tools should be taken into consideration.

Questions for Discussion

1. Is the housekeeping department an important unit in a hotel? State your reasons.
2. What are the main functions of the housekeeping department as far as you know?
3. What units does the housekeeping department consist of?
4. What must be done to guarantee the hygiene standard in a hotel?
5. How many modes are there in the organization of staff in housekeeping department? What are they?

 Exercises

I. Give the terms or phrases according to the meanings.

1. individual	A. tending to select; characterized by careful choice
2. workload	B. give surety or assume responsibility
3. selective	C. how something is done or how it happens
4. contact	D. a single organism



5. guarantee	E. fortitude and determination
6. flexible	F. a statement that expresses a personal opinion or belief
7. mode	G. work that a person is expected to do in a specified time
8. contribute	H. contribute to some cause
9. backbone	I. capable of being changed
10. comment	J. close interaction

II. Translate the following sentences into English.

1. 你的话在某种意义上属实。(in a sense)
2. 小李承担了这次活动的接待工作。(be charged with)
3. 我的邻居在我外出期间替我照顾孩子。(care for)
4. 服务员所做的一切都必须符合公司规定。(in line with)
5. 药放在小桌子上，以便你容易拿到。(with sb's easy reach)
6. 学生们的注意力都集中在图片上了。(center on)
7. 客房部是酒店的主要支柱。
8. 客房部另一个重要的任务就是日常接待。
9. 客房部对于员工的组织有两种模式。
10. 我们要对客房部的计划进行紧密而详细的研究。

III. Translate the following sentences into Chinese.

1. The room unit, which provides indoor service, including cleaning all the guestrooms and changing articles for guestrooms, and ensuring the safety of all guestrooms on individual floor.

2. Laundry unit, which takes care of the laundry of all the sheets and guest's clothes.

3. Hygiene is the first important job in housekeeping department.

4. All the cleaning should be carried out strictly in line with cleaning procedures and requirements taught during training.

5. Examination is conducted on several levels, the self-examination by room attendants themselves, overall examination by foreman and selective examination by managerial personnel.

6. A feedback paper or book should be placed in the guestrooms with guests' easy reach to collect comments and views from guests concerning hygiene and service quality.

7. To provide satisfactory service, management in housekeeping department shall design the rules and procedures in receiving guests, including the design of facilities in guestrooms and of service.

8. The flexible workload differs with the variation of other factors, mainly occupancy rate, different resource of guests and seasons.



9. A close and detailed study and appraisal is always required to understand guests' requirement for room facilities and service.

10. In deciding individual clerk's workload, quality of individuals, working environment, specifications and labor tools should be taken into consideration.



Writing

宣传海报

酒店美容美发中心宣传海报是向客户介绍美容、养生保健的基本知识和酒店相关服务的宣传资料，也是酒店各岗位工作人员执行服务任务的依据。海报通常包括以下内容。

1．服务理念。
2．服务内容。
3．客户群。
4．地点、营业时间。
5．收费标准。

Poster

Sample

Welcome to Our Beautify Salon!
The Natural Beauty Salon is a salon dedicated to consistently providing high customer satisfaction by rendering excellent service, quality products, and furnishing an enjoyable atmosphere at an acceptable price.
The detailed information is as below.
Name of Salon: Natural Beauty Salon
Location: Health Club, 6th floor of Holiday Inn
Tel: 8746873
Business hours: 10: 30 a.m.—10: 30 p.m.
Service provide: facial treatment, massage, skin care

Service	Price
Facial normal skin	RMB 180
Wrinkle lift treatment	RMB 90
Stress relief treatment	RMB 50
Toxin relief treatment	RMB 65
Beauty consultation	Free of charge



Practical Writing

Directions: For this part, you are allowed to write *a Poster*. You should write at least 80 words according to the information given below.

请以 Modern Hairdressing Salon 的名义写一份海报，内容包括如下。

服务理念、服务项目及价格表信息等。

参考词组

冷烫 cold perm

染发 hair coloring

护发 hair treatment

理发 haircut

全染 a block color

修剪 trim

Unit 14　Personalized Housekeeping Service

Key Points Teaching, Learning & Assessment

☛Subject Description

随着酒店业的迅速发展，作为酒店的一个强力支柱——客房，怎样来服务好每一位客人，怎样用优质的服务来吸引、留住以及发现新的客人，是酒店发展需要考虑的重要因素，首先必须做好客房的个性化服务工作。

☛Teaching Objectives

After learning this unit, you will grasp:

1. The skills to fulfill turn-down service. 如何完成开晚床服务。
2. The skills to attend to guests' needs. 如何关照客人需求。
3. The skills to fulfill child care/babysitting service. 如何接待看护婴儿服务。
4. Have ability to communicate with guests by related sentence pattern about personalize housekeeping service skillfully. 能够熟练运用有关客房个性化服务的语句和客人交流。

Key Points in the Unit

Nine Steps to Turn-down Service

- Knock at the door gently three times. 轻轻敲门三次。
- Announce "Housekeeping". 通报“我是客房服务员”。
- Greet the guest. 问候客人。
- Ask the guest if he wants turn-down service now. 问客人是否现在需要晚床服务。
- Turn down the bed. 做晚床。
- Drop the curtain together. 放下窗帘。
- Clean the bathroom and bring in the fresh towels. 清洁浴室，放上干净的毛巾。
- Have a look around to be sure everything is done. 回顾一下，以确保该做的事都做了。
- Express the wishes to the guest. 向客人表达祝愿。



Simulation Training

Situational Case



Case 1

Turn-down Service

Context: In the late afternoon, the room attendant knocks at the door of a guest room. She is going to offer the routine turn-down service.



(C=Chamber Maid G1=Guest 1 G2=Guest 2)

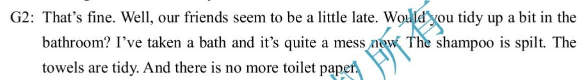
C: Housekeeping. May I come in?

G1: Yes, please.

C: Good evening, Mr. and Mrs. Wilson. May I do the turn-down service for you now?

G2: Oh, thank you. But you see, we are having some friends to celebrate my birthday here. Could you come back in three hours?

C: I'm afraid I'll be off then. But I will let the overnight staff know. They will come then.



G2: That's fine. Well, our friends seem to be a little late. Would you tidy up a bit in the bathroom? I've taken a bath and it's quite a mess now. The shampoo is spilt. The towels are tidy. And there is no more toilet paper.

C: No problem. I'll tidy it up.

G2: Besides, please bring us a bottle of plain boiled water. We'd like to treat our friends with Chinese tea.

C: Yes, Mr. Wilson. I'll bring in some fresh towels together with the drinking water.

G2: That's great.

C: (Having done all on request) It's growing dark. Would you like me to draw the curtains for you?

G2: Why not? That would be so cozy.

C: May I turn on the lights for you?

G1: No, thanks. I like this atmosphere.

C: Yes, sir. Is there anything else I can do for you?

G2: No more. Thank you very much.

C: I'm always at your service. Goodbye, Mr. and Mrs. Wilson, and do have a very pleasant evening.



Tips

Turn-down Service 晚床服务

在进客人房间前，轻敲门三下，然后微笑着通报："客房部服务员，我能进来吗？"

进房间后，热情地问候客人："晚上好。"然后说："我现在可以为您做晚床吗？"

如果客人不想现在做晚床，要询问何时方便，然后在客人认为方便的时候再回房间完成此项服务。





Case 2

Leaking

Context: Mr. John Smith's room is leaking now.

(S=Staff G1=Guest 1 G2=Guest 2)

S: Housekeeping. May I help you?

G1: Yes. This is John Smith in Room 1605. Water is pouring through the bathroom ceiling. Can you send someone to repair it?

S: Yes, sir. The repairman will be up in minutes.

(After a few minutes)

S: Housekeeping. Is this Mr. Brown in Room 1705?

G2: Yes?

S: The guest in the room below has phoned to tell me the water is leaking through the ceiling.

G2: Oh, I forgot! I left the water running. Just a moment, please. I'll turn it off. (Pause) Oh, sorry, I'm so careless, the bathroom is flooded. What shall I do?

S: Don't worry, sir. I'll send someone to your room right now.

G2: Thank you.



Case 3

Receiving Child Care Service

Context: Mrs. Green calls the Room Center to hire a babysitter to take care of her little son.

(S=Staff G=Guest)

S: Good afternoon. Room Center. Can I help you?

G: I'd like to know if you could find me a babysitter to take care of my little son Tony.

S: Yes, our specially trained staff can offer child care service.

G: That's good.

S: But we don't take care of children under 18 months old. May I know how old is your son, madam?

G: His second birthday is only a week away.

S: We charge RMB 40 for the service by the hour, for a minimum of one hour.

G: Quite reasonable.

S: For how many hours do you need the service?

G: Well, I'll have to leave at 5: 30 p.m.and won't return until midnight.

S: OK, that'll be about 6 hours. Your room number, madam?

G: 1020, the name is Mrs. Green.

S: Yes, Mrs. Green. The housekeeper will go to your room and check through the details with you.



G: Thank you for your help.

S: We are always at your service.

Common Words

cozy	['kəuzi]	*adj.*	舒适的，惬意的
atmosphere	['ætməsfiə]	*n.*	空气，气氛
draw the curtain			关闭窗帘
leak	[li:k]	*v.*	漏出
ceiling	['si:liŋ]	*n.*	天花板
flood	[flʌd]	*v.*	涌出
babysitter	['beibisitə]	*n.*	(临时照看婴幼儿的)保姆
minimum	['miniməm]	*adj.*	最少的，最低的
detail	['di:teil]	*n.*	细节，详情

Notes to the Dialogues

1. Turn-down Service 晚床服务。

该项服务的内容包括：开地灯(switch on the floor lamp)、摆拖鞋(tidying slippers)、检查小酒吧(checking the minibar)、清洁房间(cleaning up the room)、倒垃圾(emptying the waste bin)、铺床(making the bed)、清洁卫生间(cleaning the bathroom)、换布件(replacing the linens)、关闭窗帘(drawing the curtains)等。为 VIP 客人开晚床，还应包括加水果(replenishing fresh fruits)、小食品(refreshments)、浴袍(bath robes)、报纸(newspaper)等服务。

2. 英语中的短连线(hyphen)“-”有句法功能和辨义功能。试比较：

check in	*v.*	报到(旅馆、机场等)登记
check-in	*n.*	报到处，(旅馆、机场等)登记处
walk in	*v.*	走进
walk-in	*adj.* & *n.*	未经预订而来的(饭店客人)
sit in	*v.*	参加
sit-in	*n.*	室内静坐抗议，室内静坐罢工

3. But we don’t take care of children under 18 months years old. 但是不提供对 18 个月以内的婴儿的看护服务。

房务中心(Room Center)接到客人看护婴幼儿服务(child care/babysitting service)要求时，应热情介绍酒店该项服务内容、收费标准(charge)等。询问看护要求，记下房号(room number)、姓名(name)、婴儿数(number of children)、年龄(age)、看护时间(duration)，然后向管理员(housekeeper)报告。

Functional Sentences

托儿服务

1. My husband and I want to go out this evening. Can you look after the baby for us?
   我和我丈夫今晚要出去，你能帮我照看一下我们的宝贝吗？
2. I'm afraid I can't do that, it's against out hotel's regulations.
   恐怕不行，这是违反我们酒店规定的。
3. The attendants are not allowed to look after children while they're on duty.
   服务员是不允许在值班的时候照看小孩的。
4. May I suggest you the Baby-sitting service of our department?
   我可以向您推荐我们部门的托儿服务吗？
5. There are some experienced babysitters in the Baby-sitting Center.
   托儿中心有一些经验丰富的保姆。
6. The Baby-sitting service charges 20 Yuan per hour, with a minimum of 4 hours.
   托儿服务每小时收费 20 元，最低从 4 小时开始计费。
7. The Baby-sitting Center is run by the Housekeeping Department. Please dial telephone number "6", and they will tell you the terms and send up a confirmation form.
   托儿中心是由客房服务部管理的。请拨电话号码"6"，他们会告诉您有关资料，并且派人送来确认单。

添加物品

1. I'm out of toilet paper.
   我的厕纸用完了。
2. Can I have an extra pillow/teabag/bath towel/…?
   我能多要一个(件)枕头/茶包/浴巾/……吗？
3. Can you bring me a(n) hair-dryer/transformer/cot/English newspaper/…?
   能给我送一个(份)吹风机/变压器/婴儿床/英文报纸/……吗？
4. Right away, sir/madam.
   我马上去办，先生/女士。
5. Certainly, sir/madam.
   好的，先生/女士。
6. I'll send it to your room at once.
   我立刻就送到您的房间去。
7. I'm afraid another guest is using it. I'll bring it to your room as soon as it's available, will that be all right?
   恐怕另一位客人正在使用。我会尽快送到您的房间去，可以吗？



Classroom Activities

Activity I Discussion Topics

(1) Please list some examples to show the importance of hotel services.

(2) Someone says that the Housekeeping Department is the backbone of a hotel. Do you agree or disagree? Why?

(3) What are the main duties of a room maid?

(4) What is the difference in responsibility between the room maid and the PA cleaner?

(5) What should you do when you guide the guest to the room?

Activity II Complete the Dialogue Orally with the Chinese Prompts

S: ________________________(我是客房服务员。我能进来吗？)

G: Yes, please.

S: ________________________(晚安。我现在能为您开晚床吗？)

G: What do you mean by that?

S: ________________________(开晚床就是把床罩拿走，将毛毯四个角折好。此外，我还会为您拉上窗帘，打开几盏灯。)

G: How nice. What then?

S: ________________________(我将清理浴室并拿一些干净的毛巾和刚烧好的热水来。)

G: Oh, I see. But I'm having some friends over now. Would you come here to do the service in two hours?

S: ________________________(行。请按下床头柜遥控器上的 DND 键。只要您不关掉指示灯，就没有人会来打扰。)

G: Thank you.

S: ________________________(不用客气。我希望您度过一个愉快的夜晚。)

Activity III Make Dialogues According to the Given Situations

Role-playing 1

Chambermaid: You're going to do turn-down service for the guest. Every step you take is according to the guest's request, that is, ask him before doing them.

Guest: You agree to do everything except cleaning the bathroom because you haven't taken a bath. What's more, you ask her to bring you an English newspaper.

Role-playing 2

Guest: You want to borrow a hair dryer and you need a converter.

Housekeeper: Do your best to satisfy this request.

Role-playing 3

Guest: You ask the floor clerk whether you can have a baby-sitter when you are out from 2: 00 to 5: 00.

Attendant: You promise to arrange it for her. Tell her the charge is 15 Yuan an hour for a minimum of 4 hours.



Extended Reading

How to Keep Customers Happy



1. In any business, customer care and management is essential to ensure that you keep your customers happy. After all, finding new customers may be a long and time consuming process, but making sure your existing patrons are happy doesn't have to be. That's why employing a range of Customer Relationship Management tools is so important for a business to progress. But what exactly is Customer Relationship Management (CRM) and what does it entail?

2. Essentially, CRM is a catch-all term that incorporates a number of concepts used by companies to manage their relationships with their customers. This can include the capture, storage and analysis of data gleaned from the customer, vendor, partner or any internal research process. In a theoretical sense, CRM is divided into three key functionalities: marketing, sales and services. Marketing primarily relates to the long-term planning and short-term execution of marketing-related activities within a company. Sales functionalities, on the other hand, are essentially focused on helping an organization execute and manage the presales of the process in a more structured manner.

3. In contrast, services concentrate on effectively managing the customer. Service aspects of a business, in order to provide first and second level support to customers. These service functionalities could include service order management, resource planning and scheduling, warranty management and knowledge management. Currently, however, the most popular forms of service functions for customers are beyond simple access through E-mail, call enters, faxes, and web-sites. CRM allows companies to collect information about customers in order to better anticipate what they want. Experts consider the best form of CRM to be that which utilizes multichannel. In other words, it is not simply a transaction or communication that starts and ends with a web site visit, but something like a site visit that continues to a phone conversation with a customer service representative. Multichannel



CRM involves an interaction in one medium, or channel, being seamlessly integrated with other mediums.

Questions for Discussion

1. Why do we say keeping your existing customers happy is important?
2. What is your understanding of marketing, sales and services?
3. Why do we need to collect information about customer?
4. What can the modern techniques help us deal with our customers?
5. Do you think management of people is different from management of products? Why?



Exercises

I. Give the terms or phrases according to the meanings.

1. ensure	A. gather, as of natural products
2. patron	B. be careful or certain to do something; make certain of something
3. functionality	C. make a prediction about; tell in advance
4. incorporate	D. a regular customer
5. utilize	E. the act of taking of a person by force
6. representative	F. capable of serving a purpose well
7. capture	G. make into a whole or make part of a whole
8. glean	H. the act of storing something
9. storage	I. put into service; make work or employ (something) for a particular purpose or for its inherent or natural purpose
10. anticipate	J. a person who represents others

II. Translate the following sentences into English.

1. 你能在 CRM 上花多少钱?
2. 中国的酒店需要更好的客户关系管理。
3. 增加新客户的成本要远远高于保持已有客户的成本。
4. 如果您在四月份度假，那么香格里拉酒店会在二月份给您寄来促销信。
5. 知道重要客户在他们的房间里需要什么样的礼物。
6. 每个不满的客户会把他们的经历告诉 8～10 个人。
7. 自从使用了 CRM 后，这家酒店的利润增长了一倍。
8. 一般的企业每年会失去 10%的客户。
9. 知道顾客将要消费的量，以及什么会促使他们消费得更多。
10. 成功的企业都已建立客户关系和忠诚度。



III. Translate the following sentences into Chinese.

1. In any business, customer care and management is essential to ensure that you keep your customers happy.

2. Where is your next competitive advantage going to come from?

3. Inattention to service and relationship building, results in customers that will never come back.

4. Essentially, CRM is a catch-all that incorporates a number of concepts used by companies to manage their relationships with their customers.

5. Not investing enough in keeping customers is not right.

6. Marketing primarily relates to the long-term planning and short-term execution of marketing-related activities within a company.

7. The most popular forms of service functions for customers are beyond simple access through E-mail, call centers, faxes, and web sites.

8. Our competitors compete on hardware, we compete on software.

9. Profits at Harrah's have doubled since implementation of CRM.

10. CRM is a strategy, not only a technology.



Writing

招领启事和寻物启事

在英文写作中，招领启事和寻物启事的写法都有一定的规范要求，而其中主要是将物品和联系方式说清楚。招领启事和寻物启事的格式如下。

1. 标题。标题应在启事的第一行居中，招领启事一般写“Found”，而寻物启事为“Lost”。也可以在“Found”和“Lost”前加上见到或者丢失物品的名称，如“Purse Found”或“Purse Lost”等。

2. 时间。两种启事的时间一般都写在标题的右下角处。

3. 正文。招领启事的正文应包括招领物品与拾物时间、地点及丢失者认领物品的地点等，但不必说出物品的详细情况，以防他人冒领。寻物启事的正文包括遗失物品及遗失物品的时间、地点，若有人发现遗失物品应送交的联系人、地点、联系方式等，尤其是遗失物品的特征要交代清楚。

4. 落款。两种启事均在正文的右下角署名。

需要注意的是，无论是招领启事还是寻物启事，拾到者或失主的详细联系方式、地址一定要写清楚，以便失主及早前来认领或拾到者及早找到失主。



Samples

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LOST

May 6th, 2011

In the afternoon of May 5th, 2011, I lost my purse in the community park. It is made of leather and the color is red. Inside there are about 100 US dollars, three bank cards, a driver's licence and a number of other things. All my important credentials are in it. If you find it, please return it to me. I will be grateful for your kindness. Please contact Roy at 45567789.

August

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HANDBAG FOUND

May 4th, 2011

A handbag was found on Monday, May 3rd in Room 1202 in the main building. There is money and other things in the hand bag. Somebody who lost the bag is expected to come to the Security Office of the company to claim it.

Security Office

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Practical Writing

Directions: For this part, you are allowed to write *a short essay entitled File Bag Found.* You should write at least 150 words according to the information given below.

建议内容如下。

1. 工作人员昨天下午 3:00 左右在酒店大堂拾到一个档案袋。
2. 内有护照、证书和一些文件。
3. 工作人员已经把失物交到保安部。
4. 请写一则招领启事。

Unit 15 Dealing with Special Situations in Guest Rooms

Key Points Teaching, Learning & Assessment

☞**Subject Description**

客房服务项目的设立既考虑而又不局限于档次、星级等的限定，并且充分考虑客人的需求和饭店的实际情况，使服务项目趋向于丰富化、多样化、人性化的目标。本单元将介绍一些客房特殊服务。

☞**Teaching Objectives**

After learning this unit, you will grasp:

1. The skills to handle special situations in guest rooms. 处理客房特殊情况的技巧。

2. Have ability to communicate with guests by related sentence pattern about handling special situations in guest room skillfully, and solve some urgent problems for guest. 能够熟练运用有关处理客房特殊情况服务的语句与客人交流，并能帮助客人解决紧急问题。

★ Key Points in the Unit

Service for Sick Guests

- The housekeeping provides service for the sick guests. 客房中心为患病宾客提供病客服务。
- Ask the guests' request politely when you find guests ill in the hotel. 发现住客生病应表示关怀，礼貌询问宾客要求。
- Handling according to the guests'severity. 根据宾客病情轻重进行处理。

Lost and Found Service

- Items left behind. 遗失物品。
- Pick up the item. 捡拾物品。
- Report lost and found. 报告失物招领。
- Contact the guest. 联系客人。
- Record lost and found. 记录失物招领。
- Store the items. 存放物品。
- Fill out the lost and found form. 填写失物招领表格。
- File the lost and found form. 存档失物招领表格。





Simulation Training

Situational Case



Case 1

Claiming Paying for the Damage

Context: Mr. Smith is talking with a staff to tell her what happened last night in his room.

(S=Staff G=Guest)

S: Good morning, Mr. Smith. May I help you?

G: Good morning, I hope you can. Last night, I had two friends visit me in my room to celebrate my birthday, but they drank too much.

S: Oh, that's too bad. It was nothing serious, I hope.

G: Well. Is your manager here? I think I must tell him what happened.

S: I'm sorry. Our manager has just gone out for a meeting. Can you tell me what happened?

G: Yes. When we were drinking, I received an important telephone call. Someone was waiting for me in the lobby. So I went out for a moment. When I came back, they had broken a mirror above the dresser, and a lamp beside the bed. I guess they had a fight.

S: Really? I can't imagine. And thank you for telling me about it. We'll take care of that, Mr. Smith.

G: I do apologize for what we have done.

S: Well, don't worry too much about it. I think I ought to call a repairman to go to your room to fix them and get someone to clean the room.

G: Yes, please. And thanks a lot.

S: I'm glad to be at your service. I'll tell the maintenance and housekeeping departments immediately. But I'm afraid you'll have to pay for the damage.

G: Certainly, I will. That's what I expected. And I'm really sorry about this.

S: Well, we understand.



Case 2

Taking care of the Sick Guest

Context: Mr. Johnson is staying in bed. He has a bad cold and feels a little dizzy. Just then the room attendant comes in.

(R=Room Attendant G= Mr. Johnson D=Doctor)

R: I'm sorry to hear that you are not feeling well. What's the matter, Mr. Johnson?

G: I didn't sleep well last night. I'm feeling a little dizzy now.

R: Shall I send for a doctor?

G: Not necessary. Do you have some penicillin pills? I'll pay you.



R: Sorry, Mr. Johnson. I can't buy you the medicine. It's against the hotel's regulations. Let me accompany you to the hotel clinic.

(At the hotel clinic)

D: What's the trouble with you?

G: I'm feeling dizzy and feckless.

D: How long have you felt this way?

G: After getting up.

D: Do you have a fever or something like vomiting?

G: No.

D: What about your appetite?

G: I have no appetite for anything.

D: Then let me examine you. Open your mouth. Well, you've got a sore throat.

G: What's the matter, doctor?

D: You've got a bad cold. I'll prescribe some medicine for you. Stay in bed and have a good rest, and you'll be well again soon.

G: Thank you, doctor.

 Tips

任何员工在任何场所发现伤病客人应及时上报，主管要询问客人感觉如何(How do you feel? Do you need me to get you a doctor?)，以示关心，不可询问过细。严重病人不可随便搬动，应立即通知大堂经理；伤病客人在入住期间要细心照料；传染病客人离店后，酒店要立即对房间和物品进行消毒。

 **Case 3**

Handling Theft in Guest Room

Context: A room guest calls the Room Center to report a suspicious man on the floor. The Room Center staff records the case and asks the security to check it out.

(S=Staff G=Guest)

S: Good evening, can I help you?

G: Yes. This is Howard calling from Room 1220. I've noticed a man on this floor who's been standing around for about 15 minutes and he seems sort of suspicious, so I thought I'd better report it.

S: Can you describe him for me?



G: Yes. He's about 170 cm tall, wearing a gray raincoat and he's been reading a newspaper.

S: OK, Mr. Howard. Retire to your room and we'll be up right away to check it out.

(A few minutes later)

S: Are you Mr. Howard?

G: Yes, madam.

S: My name is Wang Lin. I'm the director of Security.

G: Yes, I know.

S: Your phone call earlier helped prevent a theft.

G: Well, you know, I wasn't quite sure but something didn't seem right about him.

S: Well, you handle the situation perfectly. We caught the guy coming out of another man's room with his luggage and without your help he probably would have got away. Thanks again.

G: You're welcome.



Tips

酒店员工发现客人遗失物品，无论价值大小，必须在第一时间上交房务部(Housekeeping)，由其统一保管，同时通知前台(Front Desk)联系客人。如果客人已离店，则应拿到房务中心登记保管(make registrations)。



Case 4

Returning Lost Properties to the Guest

Context: A guest who has just checked out is calling the hotel about his wife's locket.

(S=Staff G=Guest)

G: Hello, is that the Housekeeping Department of the hotel?

S: Yes, it is, sir. What can I do for you?

G: This is Tom Smith. I just checked out of Room 508. And I'm calling from the airport. My wife can't find her locket and she wonders if she dropped it somewhere in the hotel.

S: Mr. Smith, your wife is lucky. A maid found a locket and gave it to me just now. I'm sure it's hers. It has picture inside.

G: Oh, good! My wife will be very happy. How can we get it? They are announcing our flight now.

S: We have your address, Mr. Smith, and we'll mail it to you today.

G: That's very kind of you. I'll tell my friends about the good service of your hotel. We'll always remember what you've done for us. Let us know the postal charge and I'll send you a check.

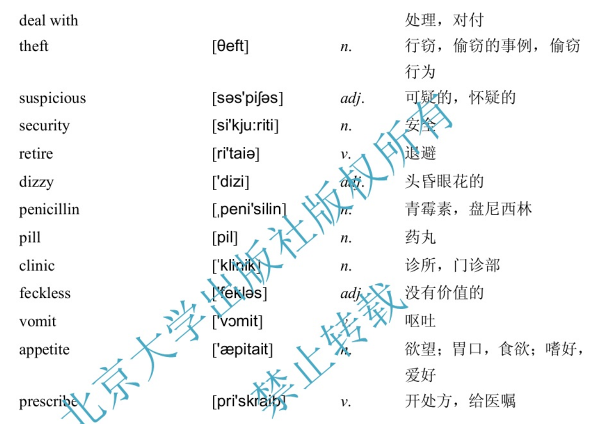
S: Don's worry about that, Mr. Smith. We're glad to do that for you. The locket will be sent by registered mail to you. Have a nice trip home!

G: Thank you very much. Oh, by the way, I found the room card in my pocket.

S: You may keep it as a souvenir. We are looking forward to your next visit.

G: Thank you. Goodbye.

Common Words



deal with			处理，对付
theft	[θeft]	*n.*	行窃，偷窃的事例，偷窃行为
suspicious	[səs'piʃəs]	*adj.*	可疑的，怀疑的
security	[si'kju:riti]	*n.*	安全
retire	[ri'taiə]	*v.*	退避
dizzy	['dizi]	*adj.*	头昏眼花的
penicillin	[ˌpeni'silin]	*n.*	青霉素，盘尼西林
pill	[pil]	*n.*	药丸
clinic	['klinik]	*n.*	诊所，门诊部
feckless	['fekləs]	*adj.*	没有价值的
vomit	['vɔmit]	*v.*	呕吐
appetite	['æpitait]	*n.*	欲望；胃口，食欲；嗜好，爱好
prescribe	[pri'skraib]	*v.*	开处方，给医嘱

Notes to the Dialogues

1. Pay for the damage. 赔偿损失。

饭店中的醉客问题经常发生，一般应视醉客的情绪，适时劝导，令其安静。部分醉客会大吵大闹或破坏家具，遇人就打，有些还会随地乱吐或不省人事等，应按其特征情节轻重，因人而异分别处理。要留意观察，因醉酒而大吵大闹的客人在其不影响其他客人的情况下一般不予以干涉。如造成物品损坏，应做好记录，等客人酒醒后按规定赔偿。

2. I've noticed a man on this floor who's been standing around for about 15 minutes and he seems sort of suspicious, so I thought I'd better report it. 我注意到这层楼上有一名男子，在附近站了大约 15 分钟之久，有点可疑。所以，我想我必须打这个电话。

sort of 的意思为“有几分地”，相当于 kind of。又如：I'm kind of/sort of hungry.



Functional Sentences

酒店紧急突发状况

1. May I have your attention, please? This is an emergency. The hotel is on fire now. Please leave your room immediately and follow the emergency exit door. Please leave this building immediately. Thank you for your cooperation.
   紧急事故，请注意！酒店发生火警。请立刻离开房间，从太平门撤离。马上离开大楼。谢谢您的合作。
2. Ladies and gentlemen，attention please! There is a small fire in hotel but it is already under control, so please remain calm. For your safety, please follow me to the lobby by the emergency exit. Please leave your luggage behind and don't use the elevator. Thank you for your cooperation.
   女士们、先生们，请注意。酒店发生了一场小火灾，但火势已经得到控制。请各位保持冷静。为了您的安全起见，请随我由紧急出口到大堂。请勿携带任何行李，也不要使用电梯。多谢您的合作。
3. My wife has slipped in the bathroom. She can't stand up!
   我太太在浴室滑倒了。她没法站起来。
4. My husband has fainted.
   我先生晕倒了。
5. My nose/face/leg/hand is bleeding.
   我的鼻子/脸/腿/手掌在流血。
6. I have a terrible headache/stomachache/toothache.
   我头疼/胃疼/牙疼得厉害。
7. It's painful!
   那里很痛！
8. Please don't move! Your rib might be broken.
   请别动！您的肋骨可能骨折了。
9. I'11 get help immediately. Please don't move him.
   我立刻去找人来帮忙。请别动他。
10. I'll call the doctor/ambulance.
    我去叫医生/救护车。
11. Help is on the way, ma'am.
    很快就会有人来帮忙了，女士。
12. Everything will be alright.
    一切都会好起来的。
13. Don't worry, 1eave it to me.
    别担心，有我呢(包在我身上)。

14. Do you need some aspirin/pain killers/sleeping pills/bandages/plasters/absorbent cotton?
    您是否需要一些阿司匹林/止痛片/安眠药/绷带/胶布/药棉呢？
15. Are you feeling better now?
    您感觉好些了吗？

客人遗失物品

1. My bag was stolen, and my passport was in it!
   我的包被偷了，护照还在里面呢！
2. I'm sorry to hear that, sir.
   我们对此深表遗憾，先生。
3. Would you tell us when and where you last saw it?
   您最后一次见到它是在什么时候、什么地方呢？
4. Could you describe it, please?
   您能不能描述它是什么样子的呢？
5. Shall I call the police for you, sir?
   我为您报警好吗，先生？
6. Is that all you can do?
   你们能做的就只有这些了吗？
7. Get me your manager. I want to speak to him right now.
   我要见你们的经理。我要求马上见他。
8. I'm afraid we had warned you to mind your valuables, sir. And if you'll excuse me, I find our duty manager for you.
   很抱歉，我们已经警告过您要小心您的贵重物品了，先生。如果您允许的话，我去为您叫值班经理来。

Classroom Activities

Activity I　Matching

A. refuse	B. offer	C. promise	D. agree	E. tell
F. apologize	G. ask	H. suggest	I. explain	J. interrupt

(1) I'm sorry to have hurt your feelings. (　　)

(2) Look! I said I am not going to the party. (　　)

(3) Give me the facts! You must give the facts! (　　)

(4) Would you like something nice and cold to drink? (　　)

(5) Right, I'll be the secretary of the meeting. (　　)

(6) Trust me. I won't say a word to anyone else. (　　)



(7) Could you give me a ring tomorrow? (   )

(8) But listen, Tom. Could I just say something about this? (   )

(9) My difficulty is that I can't see very well at the back of the lobby. (   )

(10) Anyway, why don't we go out for the evening? (   )

Activity II　Complete the Dialogue Orally with the Chinese Prompts

S: Housekeeping. How can I help you?

G: I'm calling to report I've lost a bag.

S: ______________________(真抱歉。先生，请问您贵姓及房间号码？)

G: I'm Tom Brown in Room 1205.

S: ______________________(我们检查一下您的房间可以吗？)

G: No, I don't think it's necessary. I've already searched it inside out.

S: ______________________(请您详细描述一下您的包，好吗？我要做记录。)

G: Yes, of course. It's a dark blue, medium-sized canvas bag.

S: ______________________(里面有什么东西呢？)

G: A camera, two books, a mobile phone, and notes taken on higher education in China.

S: ______________________(布朗先生，您是在何时何地最先发现丢了包的？)

G: After lunch in Souvenir Shop.

S: When will you be checking out, Mr. Brown?

G: Tomorrow afternoon.

S: ______________________(我们会在尽可能短的时间内找到您的东西。)

G: Thank you.

(About an hour later)

G: Good afternoon, Housekeeping. Is it Mr. Brown?

S: Speaking.

G: We've found your bag.

S: Really? Thank you very much. Where was it?

G: It's on the chair of the store. ______________________(请您到一楼我们的办公室来一趟，好吗？您需要在失物招领单上签字，记着带上身份证。)

S: OK. See you later.

Activity III　Make Dialogues According to the Given Situations

Role-playing

Guest: You've got a headache because of the low temperature, so you ask the room attendant to give you some help.

Room Attendant: You are asked to come to the room and give the guest the help on request.



Extended Reading

Staying Cool in a Crisis



1. One of the most remarkable traits of a quality service-giver is their ability to stay cool, calm and collected in a crisis. That's one of their outstanding features. They realize even when everything is in an uproar: it doesn't do much good to panic. They know they can't give their best efforts if they are screaming and shouting or fussing and fuming. Effective service-givers have come to learn if they hang in there in a crisis situation, and stay cool, others around them to settle down a bit. Then things seem to go a lot easier for everyone.

2. Amy Roberts was a desk clerk with a major airline at O'Hare airport. When a huge blizzard struck Chicago one January, the airport was suddenly in chaos. At her counter, hundreds of people lined up, some crowding and shoving, waving tickets, demanding information, etc. Through it all, Amy remained calm. She worked quickly and efficiently, but concentrated on one person at a time. As people at the desk watched her quiet efficiency, even in the midst of a total crisis, they calmed down. A few passengers tried to control some of the rowdier ones to help Amy out so she could do her job.

Take a Positive Approach to Complaints

1. Complaints are opportunities for organizations to improve their services. With that understanding, good service-givers see complaints as normal, useful parts of any service-giving activity. They handle complaints quickly and effectively and are not afraid of them or try to avoid them. Of course, quality service-givers are never happy to see their customers complain because it may mean a breakdown in the service that was given. But when there are complaints, they take a positive, helpful, problem-solving approach. They handle them in such a way that customers who are satisfied with the way the complaint was handle, often become even better customers because of it.

2. Whenever people brought in their cars with a complaints, Jack Armstrong, the Service Manager, would say to the customer, "I'm sorry you have a complaint, but I am pleased that you have given us a chance to put it right for you. "His confident, reassuring manner often made unhappy customers feel better. They were sure that the complaint would be properly taken care of. This was especially true when Jack followed up by carefully listening to the customer's complaint before taking action.



How to Deal with Complaints

1. Hotel staffs, like people working in other service business, are bound to receive complaints and criticisms as well as complements and commendations. Some of the complaints and criticisms are well justified and very constructive. They are perfect remainders of the areas of a hotel service that still leaves something to be desired. Other complaints are just results of fastidious and difficult personalities. People who make complaints and criticism can be friendly and reasonable; they can also be rude and abusive. No matter how the person behaves, the hotel staff should always try and be nice to them. An argument with the guest is the most undesirable thing that can happen to a staff member and the hotel.

2. In handling complaints, the hotel staff should always be polite and helpful. He/She should always be ready to lend an attentive ear to what the guest has to say and always hear the guest out. He/She must not interrupt the guest unless necessary. It is also advisable for him/her to jot down what the guest has said. He/She should then make a short apology and express his/her understanding of the guest's situation or sympathy with the guest. Only when he/she puts himself/herself in the guest's shoes, can he/she look at the problem from the other person's perspective. And only when the staff member can look at the guest's problem in the guest's way, can he /she be ready to sympathize with the guest. After that the staff member should take actions quickly to remove the complaint, either by making polite, patient and detailed explanations, or making swift, effective corrections and remedies, or reporting the complaint to a superior. But whatever he /she intends to do, he/she must keep the guest informed of the measures or actions he/she plans to take and when he/she will carry them out.

3. It is not all easy to be always nice to the guest, especially when the guest is unfriendly and rude, even abusive. But the success of any business in the hospitality industry depends on people-pleasers. With good training and a lot of practical experience with guests everyone can master the art of being nice to the guests. Just keep one thing in mind, that is, a dissatisfied guest means a loss of potential future business while a pleased guest leaves the hotel with a warm memory of the hospitality he has enjoyed and an inclination to repeat his visit to the hotel.

Questions for Discussion

1. What is the main point to remember through this text?

2. What should a quality service-giver do in a crisis?

3. What kind of attitude should service-givers take when a customer complains?

4. Do you have any experience that receives guest's complaints? If you have, what did you do then?

5. Imagine you meet a guest hard to deal with. He/She keeps complaining about your service. What should you do?

 Exercises

I. Give the terms or phrases according to the meanings.

1. remarkable	A. expressing offensive reproach
2. complaint	B. be mad, angry, or furious
3. situation	C. an expression of grievance or resentment
4. handle	D. say something to someone that expresses praise
5. approach	E. be in charge of, act on, or dispose of
6. fume	F. a condition or position in which you find yourself
7. abusive	G. unusual or striking
8. advisable	H. act of correcting an error or a fault or an evil
9. compliment	I. ideas or actions intended to deal with a problem or situation
10. remedy	J. worthy of being recommended or suggested

II. Translate the following sentences into English.

1. 对不起，给您带来不便，我们表示歉意。
2. 在酒店服务过程当中，员工难免会遇到棘手的问题。
3. 酒店员工需要有沟通技巧和处理问题的能力。
4. 酒店员工应正确认识客人的投诉。
5. 服务人员应注意礼貌，绝不能与客人争辩。
6. 酒店员工应对客人的遭遇表示同情，还应感谢客人对酒店的关心。
7. 服务人员应把解决问题需要的时间告诉客人。
8. 相信服务人员不是有意无礼，他们只是没有听懂您的意思。
9. 服务人员应把注意力集中在问题上，不能随意批评客人。
10. 恐怕您误会了我的意思，我能解释一下吗？

III. Translate the following sentences into Chinese.

1. A dissatisfied guest may not visit the hotel again.

2. The hotel staff can never argue with the guest who is rude.

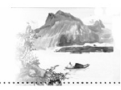
3. Only when the hotel staff member looks at the guest’s problem in the guest’s way, can he/she take actions quickly to remove it.

4. Complaints are opportunities for organizations to improve their services.

5. But when there are complaints, they take a positive, helpful, problem-solving approach.

6. Thank you for telling us about it, I will look into the matter at once.

7. We will try our best, but I can’t guarantee anything.



8. But whatever he /she intends to do, he/she must keep the guest informed of the measures or actions he/she plans to take and when he/she will carry them out.

9. I do apologize for inconvenience on behalf of our hotel.

10. He /She should always be ready to lend an attentive ear to what the guest has to say and always hear the guest out.



Writing

投诉回复函

投诉回复函是酒店相关部门对客人投诉的反馈和做出改进的保证，也是酒店为维护酒店声誉与挽留客人的一种方法和手段。通常回复函应包含以下内容。

1．真诚道歉并承认问题的所在。

2．对客人的意见致谢。

3．帮助客人解决问题。

4．希望客人以后光临监督。

Reply of Complaints

Sample

Dear Mr. Smith,

Thank you for your letter regarding the bad service you got in our hotel.

Firstly, please accept our sincere apologies for the treatment you got. You mentioned when you stayed in our hotel, you asked the Room Service to wake you up at 5:30 a.m.the next morning, but they forgot it so you missed your plane. It's awfully terrible and we can't use words to express our apology. We agree that the usual high standards of our services were not met in this instance.

In fact, as a result of our investigation, we found that in that early morning, our staff did call you for waking up. When they rang for the first time, nobody answered it. For the second time, they heard the busy sound on the line, therefore they thought you woke up and give others a call. Apparently, the problem was caused by irregular telephone and now we had made it repaired so that the accident wouldn't happen next time.

We know the reason is not convincing, and we know our service needs improving. To value your business, we would like to offer you a free staying in our hotel for your next coming.

We look forward to your coming and further suggestion. And we assure you that the services could satisfy you.

Yours sincerely

David Choi

Room Service Manager

Practical Writing

Directions: For this part, you are allowed to write *Reply of Complaints*. You should write at least 150 words according to the information given below.

请以客房部经理的名义为酒店客人 Bill Smith 的投诉写一封回复函。建议内容如下。



Bill Smith 是一位有洁癖的客人，自从入住你们酒店后一直对酒店客房服务不满意。他抱怨地板没有打扫干净，房间有烟味，卫生间有异味，面盆上的水没有擦干净，服务员不够热情等。

参考表达

Acknowledging Receipt of a Complaint Letter

1. Thank you for your letter of... regarding/concerning.
2. I refer to your letter of... about...

Apology for the Error or Fault

1. We must apologize for...
2. We sincerely apologize for...
3. Please accept our apologies for...

Accepting the Complaint

We agree that the usual high standards of our services were not met in this instance.

A Short Explanation of the Fault

As a result of our investigation, we found that...

Causes

1. The error was caused by...
2. Apparently, the problem was the result of ...
3. The cause of the mistake was...

Efforts

1. As a result...
2. This led to...
3. We have changed our...

Assurances

We assure you that this will not happen again.

Investigation to Be Made

We will investigate the cause of...

Proposal to Settle the Difficulty

We are willing to...

We would like to...

Unit 16　Laundry Service

Key Points Teaching, Learning & Assessment

☞Subject Description

洗衣服务中心是很重要的部门，它为客人解决整天旅行后因劳累无心洗衣的问题。每个洗衣服务员都经过严格的培训，并且学习了很多处理紧急事情的方法。

☞Teaching Objectives

After learning this unit, you will grasp:

1. The skills to explain laundry service hours to room guests. 向客人解释洗衣服务时间的技巧。

2. The skills to pick up laundry at guest rooms. 完成客房收衣服务的技巧。

3. Handling express laundry service. 提供快洗服务。

4. The terms to laundry service. 有关洗衣服务的专业术语。

5. Have ability to communicate with guests by related sentence pattern about laundry service skillfully. 能够熟练运用有关洗衣服务的语句与客人交流。

★ Key Points in the Unit

- Same day service: collect the clothes by 11: 00 a.m.and deliver them to the guest's room by 9: 00 p.m.in the same day; collect the clothes before 3: 00 p.m.and deliver them to the guests' room by noon the next day. 普通洗衣服务：上午 11 点前收洗的衣服，晚上 9 点前送回客人的房间；下午 3 点前收洗的衣服，第二天中午前送回客房。
- Express service: collect the clothes by 2: 00 p.m.and deliver them within four hours at a 50% extra charge. 快洗服务：下午 2 点前收洗的衣服在 4 小时内送回客房，增收 50%的费用。

Simulation Training

Situational Case



Case 1



Laundry Service

Context: A guest wants to have her laundry done. She calls the housekeeping to ask about this service.

(R=Room Attendant　G=Guest)

R: Excuse me. Have you any laundry?

G: No, not now, thank you.

R: If you have any, please just leave it in the laundry bag behind the bathroom door. The laundry man comes over to collect it every morning.

G: Thank you.

R: Meanwhile, please tell us or notify in the list whether you need you clothes ironed, washed, dry-cleaned or mended and also what time you want to get them back.

G: I see. What if there is any laundry damage? I wonder if your hotel has a policy on dealing with it.

R: In such a case, the hotel should certainly pay for it. The indemnity shall not exceed ten times the laundry.

G: That sounds quite reasonable. I hope there's no damage at all.

R: Don't worry, sir. The Laundry Department has rich experience in their work.

G: All right. Thank you for your information.

R: Not at all.

 **Case 2**

Laundry Service

Context: A laundry worker comes to a guest's room to pick up his laundry.

(H=Housekeeping G=Guest)

H: Housekeeping. May I come in?

G: Yes, I'd like to have this laundry form, please?

H: Certainly, sir. Would you fill in the laundry form, please?

G: Yes, but where is it?

H: Just in the drawer of the writing desk. Please make a note in the laundry list whether you need your clothes ironed, washed, dry-cleaned or mended.

G: Fine. May I use your pen?

H: Certainly, sir. Here you are.

G: Thanks. Oh, and I don't want these shirts starched.

H: No starch. I understand, sir.

G: Yes and I'd like this sweater washed by hand in cold water. It might shrink otherwise.

H: By hand in cold water, I see.

G: Here is the laundry bag and the form.

H: Well, two shirts, one sweater, a pair of trousers, there are five pieces altogether?

G: When will it be ready? (He nods.)

H: We will deliver them around 6 p.m.tomorrow.



G: By the way, what if there is any laundry damage? I wonder if your hotel has a policy on dealing with it.

H: In that case, the hotel should certainly pay for it. The compensation will not exceed ten times the laundry bill.

G: I see. Thanks a lot.

H: You are welcome.

Tips

收取客人要洗的衣服时，要求客人在洗衣单上注明衣服是熨烫、水洗还是干洗，还要注明客人何时需要取回衣服。



Case 3

Express Laundry Service

Context: Mr. Smith is calling the Laundry Department.

(L=Laundry Clerk G=Guest)

L: Good morning. Housekeeping. How can I help you?

G: Good morning. This is John Smith in Room 1016. Could you send someone up for my laundry?

L: Certainly.

G: Can you deliver it back to my room in two hours?

L: Yes, we can. We have a two-hour quick service.

G: What's the difference in price?

L: We charge 50% more for the quick service.

G: Well, that's the case.

L: Mr. Smith, a room attendant will come to your room to pick up your laundry in five minutes.

G: Thanks a lot.

L: It's my pleasure.

Common Words

notify	['nəutifai]	*v.*	通知，告知
colorfast	['kʌləˌfɑ:st]	*adj.*	不褪色的
indemnity	[in'demniti]	*n.*	赔偿，补偿
valet	['vælit]	*n.*	洗衣工
exceed	[ik'si:d]	*v.*	超过，胜过



Notes to the Dialogues

1. Laundry Service　洗衣服务。

洗衣服务是宾馆服务项目之一，它包括水洗、干洗、熨烫等。客人要先填写洗衣单，并注明洗涤要求。服务员到客房收取衣物，再将洗好的衣物送回。洗衣工除了洗衣服外，还需要为顾客补扣子和缝袖口、领口以及裂口等。当然，越周全的服务，收费越高。

2. Express Laundry Service　快洗服务。

有些饭店提供四小时特别服务和两小时特急服务，但都需要加收一定的费用。

Functional Sentences

洗衣服务说明

1. Can you send someone to Room 1008 to pick up my laundry?
   你能不能派人来 1008 房取我送洗的衣物呢？
2. I'd like to know how long your laundry service usually takes.
   我想知道你们洗衣服务一般要多长时间。
3. For clothes received before 11:00 a. m., we'll deliver them to your room by 9:00 p.m.the same day; and for those received before 3:00 p. m., you may get them back by noon the next day.
   您在早上 11 点前送洗的衣物，我们会在晚上 9 点以前送回您的房里；下午 3 点以前送洗的衣物，您会在第二天中午前收到。
4. I'm afraid it's too late for today's laundry.
   现在恐怕已过了今天的洗衣时间。
5. How about the rates?
   收费是怎样的呢？
6. The laundry forms and bags are on the top right-hand desk drawer.
   洗衣单和洗衣袋在写字台的右边第一个抽屉里。

收取送洗衣物

1. Please fill in the laundry form.
   请填写洗衣单。
2. We will deliver it to your room by tomorrow noon.
   我们会在明天中午以前送回您的房里。
3. We have a two-hour quick service.
   我们有两个小时的快洗服务。
4. There is an extra charge of 50% for quick service.
   快洗服务需要额外付 50%的费用。
5. We can deliver it within 4 hours at a 50% extra charge.
   我们可以在 4 小时内送回，但要增收 50%的费用。



6. Is this for pressing only?
   这件只要烫干对吗？
7. I'd like this sweater dry-cleaned/washed by hand in cold water.
   这件毛衣要干洗/用冷水手洗。
8. I'm sorry, but we don't have the special equipment necessary to clean leather.
   很抱歉，我们没有清洗皮料所需的特别设备。
9. We do not have the necessary facilities and we can't afford to take responsibilities for any damage.
   我们没有所需的设备，而且如果有什么破损，我们负不起责任。

送洗衣物与洗衣单不符

1. There is a small problem with your laundry.
   您要送洗的衣物有点小问题。
2. The items in your bag don't match up with the items on the laundry list.
   洗衣袋里的衣物与洗衣单上登记的不符。
3. There should be three T-shirts in your bag, but there are only two.
   您的洗衣袋里应该有 3 件 T 恤，但是这里只有 2 件。
4. There is a bra in your bag, but that isn't marked on the form.
   您的洗衣袋里有一件文胸，但是洗衣单上没有标出来。
5. One sock is missing.
   少了一只袜子。
6. I can't find them right now. Just send the laundry as it is.
   我找不着了，就洗这些吧。
7. Could you fill out a new form, please?
   请您重新填写一张表格好吗?
8. Could you sign for the change?
   请您在变更这里签名好吗？

送洗服务投诉

1. Where is my laundry?
   我送洗的衣物在哪儿？
2. I haven't received my laundries yet.
   我还没有收到送洗的衣物。
3. We'll check it right away.
   我们马上去查看一下。
4. I checked my returned laundry, and found a shirt was missing.
   我检查了一下送还的衣物，发现一件衬衫不见了。
5. Could you describe it?
   您能描述一下它是什么样的吗？



6. We'll check if your laundry has come back yet.
   我们去检查一下您的衣物是否已经送还。
7. We'll bring it up to you as soon as we find it.
   一旦找到了您的衣物，我们会尽快送还给您。
8. Here is your laundry. Sorry for the delay.
   这是您送洗的衣物，很抱歉让您久等了。
9. We made a mistake while delivering your shirt. We're very sorry for the inconvenience.
   您的衬衫被送错了。非常抱歉给您带来不便。
10. My suit came back and it looks terrible!
    我的西装送回来了，它看起来太糟糕了。
11. My sweater shrunk after you clean it.
    我的毛衣洗后缩水了。
12. We'll take it back and clean it again.
    我们会重新再洗一次。
13. May I take it back to the laundry? They may be able to restore it.
    我把衣物送还洗衣部好吗？他们可能可以修复的。
14. If you are still not satisfied when it comes back, we are responsible for the damage according to the record on your laundry list.
    如果您仍然不满意，我们将会根据洗衣单上的记录予以赔偿。

Classroom Activities

Activity I Complete the Dialogue Orally with the Chinese Prompts

G: Hello. Is this Housekeeping?
S: ______________________(是，请讲。您需要帮忙吗？)
G: Yes, could you tell me about your laundry service hours?
S: ______________________(如果您的衣服是早上9:30以前收的，当天晚上10:00以前就会送回您的房间。如果是下午4:00前收的，第二天12:00以前送回。)
G: What are the rates?
S: ______________________(在您写字台的抽屉里有一张收费表。)
G: Is there express service?
S: ______________________(有，但要加收50%的费用。)
G: I have some clothes to be cleaned. Can you send someone up to Room 508 to get them?
S: ______________________(当然可以，先生。客房服务员马上就到。)

Activity II Discussion Topics

(1) When a guest wants to have some laundry done, what would you ask the guest to do first?



(2) Where can a guest find the laundry form?
(3) What will you do if a guest is too late for that day's laundry?
(4) What shall we do if a guest filled the form wrong?
(5) If you want to have your clothes washed, what should you do?

Activity III Make Dialogues According to the Given Situations

Role-playing 1

Client: You have torn your jacket. Find out if the housekeeper can send somebody up to mend it. Your room number is 1020.

Housekeeper: Promise to send somebody up right away.

Role-playing 2

Introduce laundry service when guests ask about it.



Extended Reading

A Self-introduction in a Hotel Interview



1. Good morning, sir. It is really a great honor to have this opportunity to present myself in front of you. I come here for the position of Overseas purchasing Manager of your hotel. First, let me introduce myself briefly. My name is Jennifer Wong. I am 30 years old. My background and working experiences are tailor-made for this position.

2. I graduated from Hong Kong University in 2000, majoring in Economic Management, with a bachelor's degree. After that, I continued my graduate study, with Marketing as my major. During my graduate study, I have been granted First Class Prize for 3 semesters. My graduation thesis has been awarded the honor of Excellent Graduation Thesis. In 2003, I received my MBA from University of Texas, McCombs School of Business.

3. I have worked as a sales manager in Golden Wheels Co., Ltd. for two years. In the following two years I also have been the Assistant Director of Exports in Magic Kitchen Supplies, in which we have expanded our US market share by 25%, utilizing my skills and knowledge, together with spirit of our team work. This is just one example of my ability to go out there and sell products. During this period, I also have learnt how to communicate with others, how to deal with urgent troubles, how to think independently and how to keep the values of teamwork.

4. Action Appliance is a forward-looking company. I am aware that you are expanding into new markets, particularly in the US. Thus you are going to need an aggressive,



take-charge purchasing manager. I always appreciate myself for being on track with my career plans. With my professional knowledge and previous experience, I am confident that I can pick up the work very quickly and handle it very well. I will be able to do my best in this position.

5. I like this job because it is very challenging. I think it is very important to develop a harmonious working environment and therefore, even though I am a responsible and decisive individual, I am still wiling to work together with my co-workers. A position with your hotel would be both a great opportunity and a learning experience. My education background combining with my working experience will qualify me for this particular job. I look forward to becoming part of the Action team. Thank you.

Questions for Discussion

1. What is the position the applicant applies for?
2. Where did she graduate in 2000?
3. Where did she work and what positions did she hold?
4. Why is she confident that she can pick up the work very quickly and handle it very well?
5. Why does she like this job?



Exercises

I. Give the terms or phrases according to the meanings.

1. honor	A. the percentage of sales in a market that a company or product has
2. sale	B. a person who helps another in a job and is under that person's direction
3. forward-looking	C. thank or be grateful
4. present	D. high standards of character or reputation
5. position	E. the act of selling
6. graduate	F. planning for or concerned with the reputation
7. major	G. to introduce (someone) especially to some higher rank
8. appreciate	H. a job or employment
9. assistant	I. complete an educational course
10. market share	J. a chief or special subject taken by a student

II. Translate the following sentences into English.

1. 我毕业于××职业技术学院酒店管理专业。
2. 我很感谢您的快速回复。
3. 这是我们的人力资源部经理。
4. 面试者主要必备的素质是能吃苦耐劳、学习能力强、有事业心并且身体健康。
5. 我们需要更多的酒店网络工程师。



6. 处理酒店的日常事务不容易。
7. 请就如何在亚洲开发市场提一些建议好吗？
8. 对您目前的工作，能否做个概括的说明？
9. 凭借我良好的学术背景，我可以胜任这项工作，而且我认为自己很有竞争力。
10. 您怎么认为您对我们有价值呢？

III. Translate the following sentences into Chinese.

1. What make you think you would be a success in this position?
2. Why did you leave your last job?
3. Well, I am hoping to get an offer of a better position. If opportunity knocks, I will take it.
4. I feel I have reached the "glass ceiling" in my current job. I feel there is no opportunity for advancement.
5. What range of pay-scale are you interested in?
6. Money is important, but the responsibility that goes along with this job is what interests me the most.
7. To be frank and open with you, I like this job, but I have a family to support.
8. I hope to demonstrate my ability and talents in my field adequately.
9. Perhaps, an opportunity at a management position would be exciting.
10. Can you sell yourself in two minutes? Go for it.



Writing

求职信

1．写信人地址及日期要详细，便于通知写信人面试。
2．收信人(招聘单位的人事负责人)姓名及地址。
3．称呼：Dear××。
4．正文：强调与求职岗位相关的教育背景、工作经历及资格。
5．结束语：提出具体要求，如请求面试机会或希望尽早答复等。
6．署名。
7．附件：个人简历、有关证明等。

Letter of Application

Sample

××VOCATIONAL INSTITUTE OF TECHNOLOGY
3278 Weixing Road
××130033
Jilin
China
Nov. 22, 2011



Personnel director
Huatian Hotel
23 Guangming Road

ChaoYang District 100087
××
Dear Sir or Madam,
I have learned that there is a vacancy of an accountant in Huatian Hotel. I wish to apply for the position.
I graduated from Hotel Management in ×× Vocational Institute of Technology. For the last three years, I have been working as an accountant in Lanxing Hotel.
I enclosed a copy of my resume and I shall welcome a personal interview at your convenience.
Yours faithfully,
Zhangming

Practical Writing

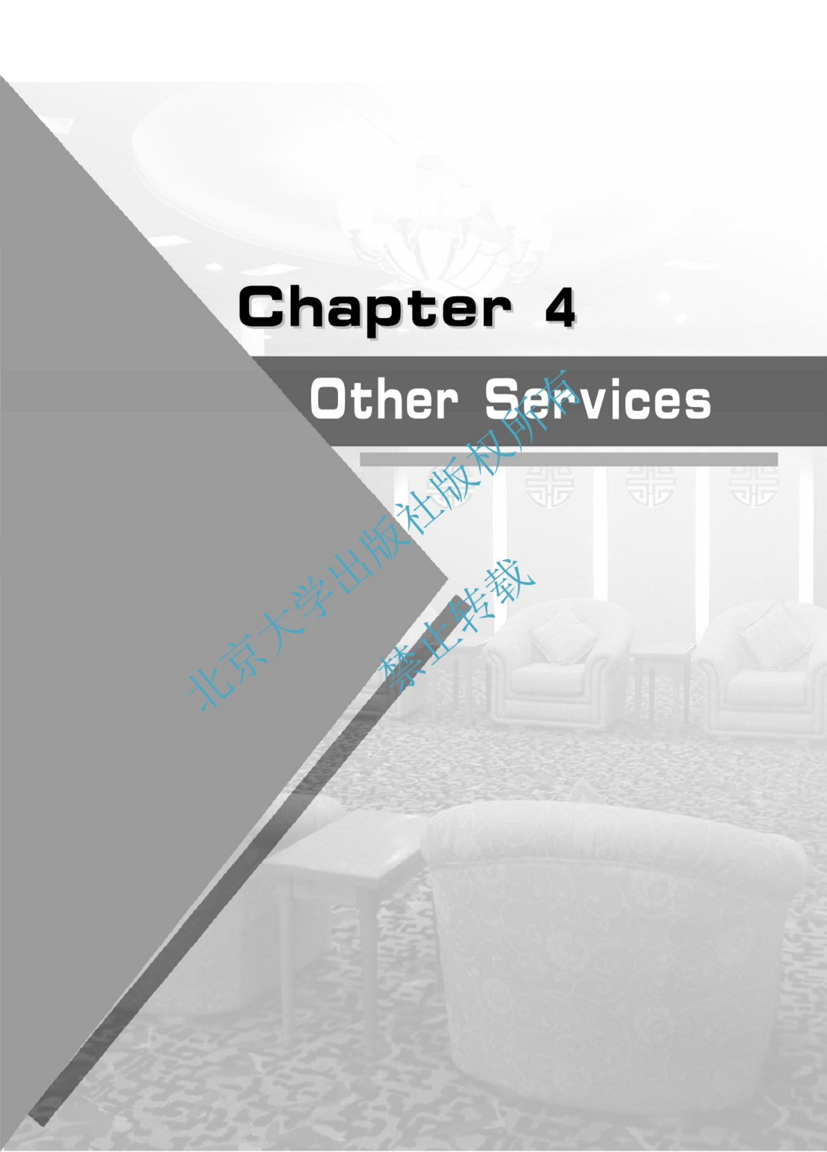
Directions: For this part, you are allowed to write *a Letter of Application*. You should write at least 150 words according to the information given below.

你叫朱莉，写信应聘一家 5 星级酒店高级助理。建议内容如下。

1．2012 年毕业于××职业技术学院旅游分院，酒店管理专业。
2．英语 4 级；熟练应用 Office 办公软件、PhotoShop。
3．餐饮和客房等级证书。
4．实习期间有过人力资源方面的工作经验。

Chapter 4

Other Services



Unit 17　Business Center

Key Points Teaching, Learning & Assessment

☞Subject Description

大多数酒店为了满足客人商务等方面的需求，在大厅设立商务中心，而一些豪华酒店还在行政楼层设立较完备的商务中心。一个功能较为齐全的商务中心，能为酒店吸引更多的客源，尤其是对商务客人因前来参加贸易洽谈、展览、研讨、会议等而下榻酒店将起到积极的作用。

☞Teaching Objectives

After learning this unit, you will grasp:

1. The skills to photocopy, print documents and send a fax for the customer. 帮助客人复印、打印文件、发送传真。

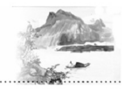
2. The service of tickets. 提供票务服务。

3. Have ability to communicate with guests by related sentence pattern about business center service skillfully. 能够熟练运用有关商务中心服务的语句与客人交流。

★ Key Points in the Unit

Eleven Steps to Ticket Booking

- Greeting the coming guests warmly and politely. 热情问候并迎接客人。
- Making sure what kind of transportation vehicles the guest wants to travel by. 询问客人使用什么交通工具。
- Recording the guest's demand accurately and making a confirmation. 准确记录客人的要求并再次与客人进行确认。
- Explaining the reason of heavy traffic in advance if there is a special event occurred that causes tickets in great demands. 若因特殊原因导致交通高峰时票源紧张不能满足客人需求时，应提前通知客人。
- Asking the guest to show his certificates or other identification materials. 请客人出示身份证或其他订票所需的证件。
- Inquiring the guest of the method of contact and the way of payment. 要求客人留下联系方式并询问付款方式。
- Telling the guest the latest time of fetching the ticket. 告诉客人最迟可以取票的时间。
- Verifying the reservation data with computer for confirmation. 在计算机中查找信息或与出票机构取得联系。



- Notifying the guest to fetch the ticket as soon as possible. 若票已取回，迅速通知客人领取。
- Making a suggestion for the guest at once if the ticket has not been booked. 若因故没有订到票，应提前告诉客人或建议采取其他处理方式。
- Going through payment procedures according to hotel rules. 按照酒店规定收取有关费用。

Simulation Training

Situational Case



Case 1

Train Ticket

Context: A guest is coming to the Business Center, who wants to book a train ticket.

(S=Staff　G=Guest)

S: Good morning, sir. Can I help you?

G: Yes. I want to go to Beijing by train, so I would like to know how I can get the train ticket.

S: Well, if you want, you can book the train ticket here.

G: Oh, that's great! What should I do if I want to book a ticket here?

S: Ok, first, please tell me when you plan to leave.

G: September 25th.

S: Well, which kind of train do you prefer to take, express or passenger train?

G: I want to take an express train.

S: Well, you can take T62. It leaves from Changchun at 10: 20 in the evening, and arrives in Beijing at 6: 20 a.m.the next morning.

G: Perfect. How much is the fare?

S: Which kind of seats do you want to take?

G: How many kinds of seats do you have, and what are they?

S: We have hard seats, soft seats, semi cushioned berth and soft berth.

G: How many beds are there in a compartment of cushioned berth?

S: Usually there are six beds: two lower beds, two middle beds and two upper beds.

G: I'd like to book a ticket of lower beds.

S: You should pay 280 for it.

G: By the way, is the railway station far away from here?

S: No, you can get there by bus No. 101. It will take you about 30 minutes. And if you have plenty of baggage, you can take a taxi. It is not expensive, either.

G: Thank you. When can I have my ticket?

S: Oh, tomorrow morning. You can come here to get it, or I will send it to you.

G: Then I will come here to get my ticket tomorrow morning.





票务预订工作人员必须了解每日抵离本地的各种交通工具的时间和班次等情况，熟悉当地出票机构的联系人及联系方式。预订期间，应及时与客人沟通订票情况，以便及时调整行程方案；还应提前告诉客人抵达机场或火车站路途需要的时间以及交通堵塞情况，以便客人及早出发，不致耽误其正常行程。



Booking Plane Tickets

Context: A guest is coming to the Business Center, who wants to book a plane ticket.

(S=Staff　G=Guest)

G: Good afternoon. Could you do me a favor?

S: It's my pleasure, Mr. Smith. What is it?

G: I'm leaving for Shanghai the day after tomorrow.

S: That's October, 8th, isn't it?

G: That's right.

S: Are you getting there by train or by plane?

G: By plane, of course. Planes are much faster than trains. How many flights are there to Shanghai every day?

S: The planes take off at about 7: 00 a.m., 9: 00 a.m. and 2: 00 p.m..

G: I'll take 9: 00 a.m.plane then. That suits me perfectly.

S: Would you like to have the first class tickets, the economic class or the business class ones?

G: I'd like two economic class tickets.

S: Fine. Would you please fill in the form?

G: All right. Can I pay in cash now?

S: OK. Please pay 1 000 Yuan in advance.

G: Here you are. By the way, when can I get the tickets?

S: You can get them tomorrow morning.

G: That'll be fine. Thank you very much.

S: Don't mention it.



当客人要求预订机票时，首先要复印好订购机票所需的资料，填写“机票确认单”并告知客人经确认后的留言方式。然后，尽快与相应的航空公司售票机构取得联系，并能准确告诉客人相关资料(如姓名、航班号和日期)。无论因何种原因而导致机票无法确认，均须立即通知客人并告知具体情况。





Case 3

Sending a Fax for a Customer

Context: Wang Dan is the clerk of the Business Center for Huatian Hotel in China. She is receiving the hotel guest, Mr. Green, who wants to send a fax.

(S=Wang Dan G=Guest)

S: Good morning, sir. What can I do for you?

G: Good morning. I would like to send a fax.

S: To which country, please?

G: Canada. What's the rate for a fax to Canada?

S: To Canada, it's RMB 20 per minute, plus service charge. The service charge is 20%.

G: That's fine.

S: And if the fax goes through but isn't clear, we waive the service charge but you still must pay the fee for the telephone line.

G: Even if the fax can't be read?

S: I'm afraid so.

G: Can I know the reason?

S: Because the Telephone Bureau charges us for the use of the line even if the quality of the fax is poor.

G: I see.

S: I'm sorry, we have an error report. Would you like me to try again?

G: What's wrong?

S: I'm not sure. There are a few possibilities. The other side may be out of paper, or maybe they don't have their fax machines hooked up to their phone. Would you like them to check on it?

G: Well, yes. I would like to call them.

(After the call, the clerk tries again.)

S: OK. It went through this time.



Case 4

Making Photocopies

Context: A guest comes to Business Center for copying a file.

(S=Staff G=Guest)



S: How do you do, sir. This is Business Center, I'm Linda, an employee here. What can I do for you?

G: I'm John. I'd like to have some materials copied.

S: How many copies do you like to have?

G: Duplicate.

S: What size would you like to have for the copies?
G: A4.
S: What color would you like? Color or colorless?
G: Black and white.
S: Please have a look, is the color of this retesting-paper good enough?
G: It's OK. What about the charge?
S: The charge is 1. 5 RMB per page, the total is 55 Yuan. What way would you like to pay? Pay in cash or go with your room charge?
G: Go with my room charge.
S: Would you please show me your room card?
G: I'm in Room No. 1605.
S: Where shall I send the materials to?
G: Please send them to my room directly.
S: When is suitable?
G: 1: 00 p. m..
S: That's fine. I'll come to see you on time. Goodbye.

Common Words

cushion ['kuʃən] *n.* 垫；垫子
berth [bə:θ] *n.* 卧铺
compartment [kəm'pɑ:tmənt] *n.* 隔间(尤指火车车厢中的)
favor ['feivə] *n.* 好感；宠爱；关切；欢心
retest [ˌri:'test] *n.&v.* 再测试

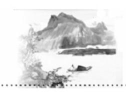
Notes to the Dialogues

fax 全称是 facsimile，是专为和自动文本处理机一起使用而设计的电子通信网络，因而无须把数字信号转换为穿孔带的形式。它具有逼真、迅速、简便的优点，商务中心的工作人员在为客人发送传真时，首先要注意传真纸不能太薄，传真的字迹、图片要清楚，把传真纸放进传真机后，拨对方的传真号，然后按相应的功能键就可以发送了。

Functional Sentences

票务服务

1. Is there a not-stop flight to London?
   有直达伦敦的航班吗？
2. I would like to reserve a sleeper to Chicago.
   我要预订去芝加哥的卧铺。
3. I'd like to sit in the front of the plane.
   我要坐在飞机前部。



4. I would like a non-smoking seat.
   我想要非吸烟区的座位。
5. Which day's tickets would you like?
   您要哪一天的票？
6. Which seats would you like?
   您要什么位子?
7. First class or economy class?
   您要头等舱还是经济舱？
8. Are the seats together?
   座位是要连在一起的吗？
9. Which train would you like to take?
   您想坐哪一次列车？
10. I'd like to take train K20.
   我想坐 K20 次列车。
11. Do you have any tickets left for ××'s show?
   还有××演出的票吗？
12. A seat or a berth?
   您要座位还是卧铺？
13. One way or a round trip ticket?
   单程票还是双程票呢？
14. Where do I pick up the ticket?
   我到什么地方拿机票？
15. I'm afraid that flight/train/show is fully booked.
   恐怕那次航班/火车/演出的票已经订完了。
16. There are no seats available on the flight leaving at l6: 15.
   在 16:15 起飞的航班的座位票已售完。
17. Hard berth tickets are not available now.
   硬卧票已经卖完了。
18. How about a soft berth ticket?
   软卧怎么样？
19. A lower berth ticket, please.
   我要一张下铺票。
20. How long is the ticket valid?
   这张票的有效期是多久？

复印

1. I'd like to copy/tape/print this.
   我想要复印/打字/打印这个。



2. How many copies would you like?
   您需要复印多少份？
3. Would you like me to make it a little darker/lighter?
   要不要我(把颜色)调深/浅一些？
4. Here is your original.
   这是您的原件。
5. Would you like me to staple these for you?
   我为您装订好这些好吗？
6. Shall I staple them on the left side or at the top?
   我是装订在左侧还是上边呢？
7. Shall I enlarge/reduce this to fit A4 paper?
   我是不是把它放大/缩小到适合 A4 的纸张呢？
8. Shall I copy these on both sides to the paper?
   我进行双面复印好吗？
9. The paper is jammed.
   卡纸了。
10. It is out of ink.
    没有墨水了。
11. Your original is not very clear. I can't guarantee the copy will be good.
    您的原件不太清晰，我不能保证复印件的效果很好。

打字

1. What font and size would you like?
   您想要什么字体，多大号的？
2. Shall I make the space larger?
   我把行距拉开一些好吗？
3. Could you check it?
   您检查一下好吗？
4. Please indent the first line of each paragraph.
   请把每个段落的首行缩进一些。
5. Shall I save it on your disk?
   我把它存在您的磁盘上好吗？
6. I'm afraid we can only save it on our disks, in case of any virus.
   恐怕我们只能存在我们的磁盘上，以防有病毒。

Classroom Activities

Activity I Discussion Topics

(1) What kinds of service does the Business Center provide?



(2) Where can the guest send the fax?

(3) You are a clerk at the Business Center. Now a guest comes and wants to book a train ticket.

a. What would you ask first?

b. How would you find out where and when the guest would like to go?

c. How would you find out what kind of trains and seats the guest wants to take?

d. If all the tickets have been booked, what kind of suggestions would you give the guest?

Activity II Translate the Sentences into English

1. 请问您能帮我预订 2 张下周一去巴黎的机票吗？
2. 每天只有一个航班到巴黎。
3. 先生，您的传真还没有到。
4. 从这里发往纽约的传真收费多少？
5. 您可以在我们这里发电子邮件，也可以上互联网发。

Activity III Make Dialogues According to the Given Situations

Role-playing 1

Thomas Young is traveling in China for his summer vacation. He is from Auckland, New Zealand. Since the vacation is going to be over, he will fly back there. He wants to leave on August, 18th. Now he would like to book an airplane ticket.

Role-playing 2

Mr. Smith wants to print a document. He shows the clerk the manuscript.



Extended Reading

Personnel Structure in the Food Service Industry



1. Ranging from dishwashers in a kitchen to executive in the international chains, there is a wide variety of work to be done in the restaurant and catering business. The same categories used in a manufacturing industry are applicable here, management, production, and merchandising. Management personnel set and carry out policies for the business.

Production personnel are responsible for the product in this case, the food that comes out of the kitchen. Merchandising personnel must sell the product: in a restaurant this includes creating an atmosphere pleasing enough so that customers want to return.

2. The management jobs in a restaurant are essentially administrative. They include the owner or manager, the cashier bookkeeper, accountant, purchasing agent, and storekeeper. The owner or manager establishes the overall policies and sees that they are carried out. Most restaurants are small enough so that the owner or manager plays a direct part in the daily operations in such matters as menu planning, purchasing, merchandising, financial record keeping, and supervising the personnel. Many owners or managers act as captain or hostesses in their own restaurants; this gives them more direct contact than managers in other business generally have. The order management personnel in a restaurant have jobs directly connected with the financial aspects of the business. Large restaurants may also employ secretarial workers.

3. Production jobs in a restaurant are those in the kitchen. The head of production is the chef, whose principal assistants are the assistant and specialty chef, dietitians, kitchen helpers, and dishwashers. Chefs in most restaurants are responsible not only for food production but also have management responsibilities. They play an important part in menu planning, purchasing, receiving, and storage. They also supervise the entire kitchen staff. An executive chef is one whose duties are primarily managerial.

4. In many independently owned restaurants, the chef is the owner, so the reputation of the restaurant often depends on his or her cooking and business skills. Many chefs go into partnership with someone who has more management experience; the chef is then responsible for the back of the house, while the co-owner supervises the front of the house. Very close cooperation between the two is necessary to ensure the success of the enterprise.

5. Merchandising jobs in a restaurant are those in the dining room, including employees who come into contact with the public. The headwaiters and hostesses, the waiters and waitresses, the bartenders and the barmaids are all responsible for providing the kind of service and atmosphere that will make the customers want to return.

Questions for Discussion

1. We can classify a wide variety of restaurant work into three different kinds of jobs. What are they?

2. What are the personnel of these three different kinds of jobs responsible for?

3. Name some management jobs in a restaurant.

4. Name the different production jobs in a restaurant.

5. What are the merchandising jobs in a restaurant?





Exercises

I. Give the terms or phrases according to the meanings.

1. personnel	A. the state of being held in high esteem and honor
2. executive	B. the members of a business venture created by contract
3. applicable	C. a person responsible for the administration of a business
4. merchandising	D. regulatory, managing, executive
5. administrative	E. joint operation or action
6. agent	F. the department responsible for hiring and training and placing employees and for setting policies
7. dietitian	G. capable of being applied
8. reputation	H. a representative who acts on behalf of other persons or organizations
9. cooperation	I. a specialist in the study of nutrition
10. partnership	J. the exchange of goods for an agreed sum of money

II. Translate the following sentences into English.

1. 厨师和组织者高兴的是，这些小吃很快售罄。
2. 工厂所有管理人员都是聘用的。
3. 但您最好与我们的人事部门谈论这些事情。
4. 酒店要进行人员结构调整来提高业务素质。
5. 每当谈及酒店服务业，就会想到各种餐厅、客房和夜总会。
6. 一个成功的服务业经理应具备许多技能和知识。
7. 许多人认为在酒店销售部工作很忙，压力很大。
8. 遵循医生或饮食学家推荐的饮食建议。
9. 因为我以前的工作积累了一些管理经验，所以我希望将来能运用我的组织和计划才能。
10. 食物吸引力是菜单设计的另一个因素。

III. Translate the following sentences into Chinese.

1. Chefs are concerned not only with cooking but also have managerial responsibilities.

2. Dinning room personnel in a restaurant are responsible for providing good service and a pleasant atmosphere, major aspects of restaurant merchandising.

3. Not all the restaurants employ full time accountants.

4. People engaged in production are responsible for the product—the food, and



merchandising must sell the product.

5. They play an important part in menu planning, purchasing, receiving, and storage.

6. Remember, your hotel's reputation is always on the line.

7. Hotel industry is a traditional industry with high purchase cost and low capital return. Purchase cost control should and must be one critical content of hotel operation and management.

8. Many chefs go into partnership with someone who has more management experience.

9. The room rates at the hotel range from 10 US dollars to 35 US dollars per day.

10. All the hotel has a nice atmosphere for the little money that you pay is very good!



Writing

便条

便条是书信的一种形式，其特点在于内容比一般书信要短很多，用于询问、留言、通知、要求等。便条分为两种形式：一种是请假条(病假、事假、续假)；一种是留言、通知等。

便条的基本组成部分是日期、称呼、正文和署名。

日期：便条日期通常写在右上角，一般只要写上星期几或上、下午的具体时刻。写上几月几日也很普遍，但无须写年份。

称呼：给熟人、朋友留言可以直呼其姓名，不用任何头衔。但请假条或下级给上级的留言，称呼仍应保留头衔。抬头的“dear”可用可不用。

正文：一般用一两句话写成，说明写便条的目的。请假条用语稍为正式一些，基本和写信一样。

署名：常可省去书信中用的结束敬语，署上写便条者的姓名即可。

Note

请假条

Sample 1

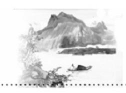
4th March

Dear Mr. White,

I am writing to ask for a sick leave of three days, starting from today to 6th March, both days inclusive. I enclose the doctor's certificate and hope you will grant me the leave.

Yours faithfully

Simon Li



Sample 2

15th April

Dear Manager,

I am still lying in bed with the flu and unable to get up. I enclose a certificate from the doctor who fears that it will be another two days before I shall be able to resume my work. Please give an extension of leave for two days.

David Liu

留言条

留言条有广泛的用途，如访客不遇、委托别人办事、预约、通知、道谢、电话留言等。比起请假条，留言条的语言更加随意，形式更加简单。如果是给熟悉的人留言，只要写对方的姓名，结尾处留自己的姓名即可。时间一般除日期或星期几外，还会加上上午或下午的具体时刻，但基本组成部分和请假条是一样的。

Sample 1

9: 50 a.m.Monday

Mr. Smith,

Mr. Chen of Pearson Company has just rung up, saying that he is sorry he won't be able to come over this afternoon. He hopes to see you at nine tomorrow morning. Please wait for him at your office then, or ring him back if the time doesn't suit.

Alice Zhou

Sample 2

3 p.m.Tuesday

Dear William,

Just a line to tell you that tomorrow's meeting has been put off because of the lecture. Please tell the others about the change.

Jones

Practical Writing

Directions: For this part, you are allowed to write *a Note*. You should write at least 50 words according to the information given below.

建议内容如下。

1. **writer of the notes:** Mary Wang

   reader of the note: manager

   time: 12th December

   body of the note: 我想请三天假，时间是 12 月 13 日到 12 月 15 日。我想回家看望我的爸爸，他现在正在住院。如果准假，我会万分的感谢，缺席期间未完成的工作，在我回来时我会尽最大努力完成。



2. **writer of the note:** George

reader of the note: Paul

time: 9:35 a.m.

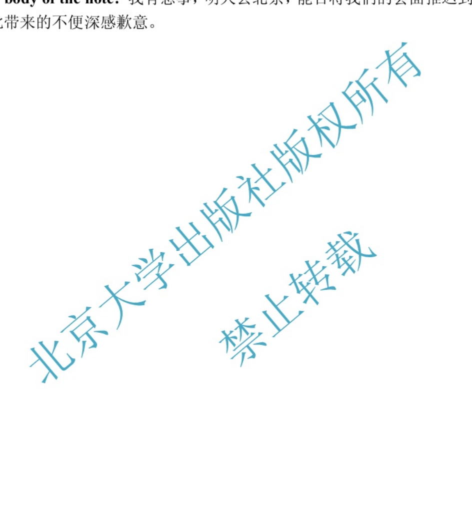
body of the note: 我今早来您的办公室，您不在。因为急需，我想提前领这个月的工资，您什么时间在办公室，能告诉我吗？我的电话号码是：87698541。

3. **writer of the note:** Xiao Yan

reader of the note: Charles

time: 27th June

body of the note: 我有急事，明天去北京，能否将我们的会面推迟到下个星期？对由此带来的不便深感歉意。



Unit 18　MIE Service

Key Points Teaching, Learning & Assessment

☞Subject Description



酒店有一个很大的功能，就是它可以承接各种各样的宴会或会议，这也是酒店收入的一个重要来源。

☞Teaching Objectives

After learning this unit, you will grasp:

1. The service to offer register meeting delegates. 提供会议代表报到服务。
2. The service to cater for MIE groups. 向会展组织者提供餐饮服务。
3. The skills to set up booths and meeting halls. 布置展台和会场的技巧。
4. Have ability to communicate with guests by related sentence pattern about MIE service skillfully, and solve some urgent problems for guest. 能够熟练运用有关会展服务的语句与客人交流，并能帮助客人解决紧急问题。

★ Key Points in the Unit

Booking the Meeting

- What size of the conference or how many participants. 会议规模或参加会议的人数。
- What kind of conference or what kind of function room. 会议类型或需要具有何种功能的会议室。
- The special demands for the meeting facilities. 对会议设施的特殊要求。
- The special demands for the meeting service. 对会议服务的特殊要求。
- The time of the conference. 会议的时间。
- The number of the rooms needed. 需要的房间数。

Simulation Training

Situational Case



Case 1

Convention Services

Context: A guest comes to book a conference room.

(S=Staff　G=Guest)

G: We're going to have a congress next Monday. I'd like to book some facilities and personnel for it.



S: No problem, sir. Here is the rate list.

G: Thank you.

S: Welcome, sir. Next Monday … that's July 2nd, isn't it?

G: Yes. We need an auditorium for 50 people, a projector and a video-camera.

S: 50 people … I suggest you to rent a small auditorium, that'll be enough.

G: Good idea. I also need an interpreter and two messengers.

S: I see. Could you please sign here? And also your telephone number, please.

G: OK.

S: Thank you, sir. Everything will be ready by Friday afternoon. Could you come and check it?

G: Sure. Thanks.

S: You're welcome, sir. We look forward to serving you.

 **Case 2**

Arranging Catering for a Seminar

Context: A conference planner and the hotel banquet manager are checking up the catering plan for a seminar.

(M=Manager C=Conference Planner)

M: Good morning, Mr. Smith. Nice to see you again.

C: Good morning. Nice to see you again, too.

M: What shall we start with?

C: I would like to check the meal times first.

M: Well, breakfast will be served in the main dining room from 7:00 a.m.till 10:00 a.m..Do you have any special requirements there?

C: A lot of Americans are attending the conference, so it is my idea to add some eggs and bacon.

M: No problem, sir. Lunch is at 12: 00. Do you want to have the buffet lunch?

C: No, we would like to have the normal waiter service.

M: How about the afternoon coffee?

C: Can we have it served in the Mudan Suite?

M: Yes, I'm sure we can arrange that. Now do you have special wishes as regards the food?

C: Some delegates are Islamic. So pork and shrimps will be out for them.

M: I'll make a note of that.

C: Now to accompany the meal. I think California red wine would be fine.

M: Very good, sir.





Case 3

Moving in Booths

Context: An exhibition organizer is at the exhibit space of Days Hotel. The floor manager is discussing with him the setup of booths.

(M=Manager E=Exhibition Organizer)

M: Good morning. Mr. Milton.

E: Good morning. Miss Zhang. How are you with the setting-up of booths?

M: We have just finished the space assignment. Now I've just got something urgent to talk to you.

E: Tell me, please.

M: The booth number is so great that I have to say we can't make island booths. They take up so much space.

E: Then what about peninsula booths?

M: That is what I want to suggest. They save more space. But there will still be some corner booths.

E: I see. So leave enough space for the show office.

M: Of course, we will. Where do you plan to locate it?

E: Better put it near the entrance. By the way, what about the decorating? I find no adequate decorator here in the city. Can your people handle it?

M: I think our carpenters can take care of it. How would you like the decorating?

E: For this tabletop display, we wish there to be good draping.

M: No problem, Mr. Milton. Everything shall be ready by tomorrow afternoon. Would you come and see the work then?

E: Yes, I will. See you then.



Case 4

Arranging AV for the Meeting Group

Context: The meeting planner is inspecting the Days Hotel's convention center. The convention service manager is demonstrating the furniture and AV (Audio-Visual).

(S=Staff G=Guest)

S: Good morning. Mr. Hilton. How's the meeting going today?

G: Nothing wrong. Now can we check up the audio-visual equipment?

S: You said you need a large convention hall for the final plenary session, did you?

G: Right. Actually, there is to be an awarding ceremony.

S: I think we can meet your demand.

G: Could you show me the AV facilities in the meeting hall?

S: OK. I'm glad to.



G: Thank you.

S: This center can comfortably seat 400 delegates. And this is the center stage.

G: Is it movable?

S: The center stage can be raised or lowered in tiers.

G: Can you operate these facilities now?

S: With pleasure. Just press this red button and then it is raised.

G: Oh, I see. The screen is connected with projector, is it?

S: Yes, it is also equipped with the hi-fi AV.

G: Suppose some of our keynoters will use laptop computers?

S: He may link it to the rear screen projector over the lectern.

G: How can the audience take part in the discussion?

S: Don't worry. A roving microphone will come in handy.

G: Good. By the way, is there a simultaneous translation system?

S: Of course. Each attendee can have a cordless headset receiver.

G: Sounds wonderful. I'm satisfied with these facilities. Thank you very much.

Common Words

argue	['ɑ:gju:]	*v.*	争吵，辩论
overflow	[ˌəuvə'fləu]	*v.*	溢出
as soon as possible			尽快
reasonable	['ri:znəbl]	*adj.*	合理的，适度的
be annoyed with			对……感到烦恼
reputation	[ˌrepju'teiʃən]	*n.*	声誉，名声
be dissatisfied with			对……不满
settle complaint(s)			解决投诉
claim	[kleim]	*v.*	索赔
take action(s)			采取行动
complaint	[kəm'pleint]	*n.*	投诉
unacceptable	['ʌnək'septəbl]	*adj.*	不能接受的
complain about			抱怨
understanding	[ˌʌndə'stændiŋ]	*n.*	谅解
deal with/handle/take care of			处理
with our compliments			免费享用
out of order			出故障，不整齐
cross … off …			去掉，删掉



Functional Sentences

1. We're going to have a two-day congress here next week.
   我们下周要在这里开一个为期两天的会议。
2. We'd like to book some facilities and personnel for it.
   我们要预订一些设施和人员。
3. We need a simultaneous interpreter for Monday, and a consecutive interpreter for Tuesday。
   我们周一需要一名同声传译，周二需要一名接续传译。
4. Do you need any messenger boys?
   你们需要勤务员吗？
5. Your signature and telephone number here, please.
   请您在这里签字，并且留下电话号码。
6. Everything will be ready by Saturday afternoon.
   周六下午我们会准备好一切的。
7. Will you come and check it?
   您能过来检查一下吗？
8. If there is anything I can do, please let me know.
   如果有什么我能为您效劳的，请告诉我。

Classroom Activities

Activity I Matching

Match the expression on the left with the best meaning on the right.

(1) demonstrate______ a. something created to serve a particular function

(2) projector______ b. a stand that serves as a support for the notes or books of a speaker

(3) facility______ c. one who gives a significant address

(4) keynoter______ d. to present by experiments, examples, or practical application

(5) lectern______ e. a machine for projecting an image onto a screen

Activity II Complete the Dialogue

(S=Staff G=Guest)

S: Good morning, sir. May I help you?

G: Yes. I'm a guest here in the hotel and I want to show a film to some clients of mine.

S: ________________________, sir. I think we can arrange everything for you.

G: ________________________.



S: Will there be anything else, sir?

G: ________________________show some slides, too.

S: The banqueting office has everything … overhead projectors, slide projectors, white boards…

G: ________________________simultaneous translators?

S: Yes. We have three young ladies who do this.

G: ________________________. I didn't know this hotel had such good facilities.

S: We try to do our best.

G: ________________________way, where is the banqueting office?

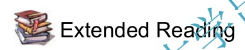
S: It's straight ahead and to the left.

G: Thank you very much.

Activity III Make Dialogues According to the Given Situations

Role-playing

Mr. Brown calls to the hotel to ask something about booking a meeting, you receives the call and explain for him.



Extended Reading

Saying Goodbye Gracefully

1. When planning to leave your current job, remember one rule: how you finish is just as important as how you start. Therefore finish well and exit gracefully. They say that first impressions count, we should also add that final impressions are lasting. We can exit gracefully from a job or volunteer organization by doing some preparations that will make our exit smooth and impressions lasting. The following are some ways to exit any job or project with grace.

2. If the organization or project has a small number of people, consider giving out thank-you cards that are personally addressed to everyone that you have worked with. In the card, say at least one way that the people have positively impacted your life or work. If you are not coming up with any positive impact, then share with them a positive characteristic you admire about them. Try not to be superficial or repetitive because your co-workers may share the card with one another after. If the organization is large, then you may send one card or letter with a general but meaningful, well thought-out, even inspiring thank-you. Feel free to use poetry or quotes to make it inspirational.



3. Getting someone else to understand your thought or style of work after you have left is difficult. Therefore, as much as possible complete outstanding projects or tasks, clearing them off the to-do list for the next person coming after you and helping your co-workers not to feel left or over burden because of your departure.

4. If you have ever been employed by a fast pace, high intensity, unorganized hotel, you will appreciate the benefits of this tip. Leave a paper trail for the next person so that they can quick pick up where you left off. This does not have to replace the hotel's procedures manual; it should be a simple document helping with the unwritten ways of doing things. It should help the next person locate things, contacts and other vital information that is not easily found.

5. We can easily be tempted on the way out to tell people we really feel about them and what the hotel is doing wrong. Do not do it. You will not be around to defend your opinions or positions, so do not share what can be taken out of context. Sharing your opinions of how the hotel is headed to hell in a hand basket without you will only serve to make you look arrogant and make your co-workers angry and feel abandoned. Your opinion may be asked at the exit interview or by a well-meaning leader. If you must share, give ideas and solutions with your critique. Remember balanced evaluation not narrow-minded criticism.

6. Making a lasting final impression is about what you leave the job with, rather than what you take away from it. So make your last impression as memorable as your first and it will pay off in the future.

Questions for Discussion

1. What is the main idea of the article?
2. What rule should one remember while planning to leave the current job?
3. What should one at least say in the thank-you card?
4. What can a person easily be tempted to do?
5. What is the thing that one leaves the job but one can't take away from it?

 Exercises

I. Give the terms or phrases according to the meanings.

1. outstanding	A. remarks that say what you think is bad about someone or something
2. departure	B. to leave someone, especially someone you are responsible for
3. superficial	C. an act of leaving a place, especially at the start of a journey
4. criticism	D. to speak to someone directly
5. quote	E. extremely good
6. arrogant	F. a sentence or phrase from a book, speech or piece of writing

7. characteristic	G. not studying or looking at something carefully and only seeing the most noticeable things
8. abandon	H. behaving in an unpleasant or rude way because you think you are more important than other people
9. address	I. very good, enjoyable, or unusual, and worth remembering
10. memorable	J. a quality or feature of something or someone that is typical of them and easy to recognize

II. Translate the following sentences into English.

1. 如果你在周五前把工作做完，我付你双倍报酬。
2. 如果情况许可，我们将在下周开会。
3. 我想扩展我的国际视野。
4. 先生，我做了一个很困难的决定，这是我的辞呈。
5. 我不想惹麻烦，所以想辞职，我希望能向前迈进一步。
6. 首先，我要说的是，我很高兴能与你共事。但是，我觉得该是我离开的时候了。
7. 我一直很努力地工作，但我很难胜任此项工作。
8. 我在这里待得太久了，我想换个环境。
9. 我很抱歉在这个时候提出辞呈，但我已经决定要出国念书了。
10. 我筋疲力尽了，想好好休息。

III. Translate the following sentences into Chinese.

1. To be honest, I've got a better offer.

2. I'm quitting because I want to try something different.

3. My reason for leaving my present employment is that I am desirous of getting broader experience in hotel management.

4. My reason for leaving the company is that I wish to get into the advertising business.

5. I am leaving our office to be with my mother and care for my aged mother in a distant city.

6. My reason for leaving my present employment is simple because I see no chance of advancement.

7. I am desirous of leaving the office in order to gain more experience in an exporter's office.

8. I am desirous of leaving the employment in order to improve my position and have more responsibility.

9. I left them a fortnight ago, owing to a disagreement with the president Mr. Liu.

10. I left the office on account of bad management of the hotel.





Writing

Brief Resume of the Applicant

Resume

<table>
<tr><td>Name</td><td></td><td>Age</td><td></td></tr>
<tr><td>Career Objective</td><td colspan="3"></td></tr>
<tr><td colspan="4">Work Experiences</td></tr>
<tr><td>2009—2010</td><td colspan="3"></td></tr>
<tr><td>2011—2012</td><td colspan="3"></td></tr>
<tr><td colspan="4">Education</td></tr>
<tr><td>2007—2009</td><td colspan="3"></td></tr>
<tr><td colspan="4">Awards</td></tr>
<tr><td>2003—2007</td><td colspan="3"></td></tr>
</table>

Practical Writing

Directions: For this part, you are allowed to write *a short essay*. You should write at least 150 words according to the information given below.

你是人力资源部经理，酒店员工流动性大，该如何解决这个问题？

建议内容如下：

1．部分员工做了一年半就辞职了。

2．为员工提供切实可行的人性化关怀。

3．完善管理条例，人尽其才。

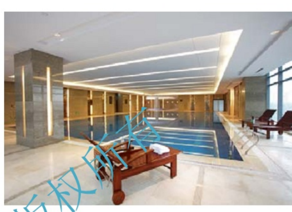
4．提高福利待遇，改善工作环境。

5．提升发展空间。

Unit 19 Health and Recreation Service

Key Points Teaching, Learning & Assessment

☛**Subject Description**



客人们工作或是游玩了一天都想找个地方放松一下，也正因为如此，在康乐中心提供娱乐设施就成为一些旅游度假酒店非常重要的特征。

☛**Teaching Objectives**

After learning this unit, you will grasp:

1. The related knowledge and important sentence pattern about health and recreation center. 康乐服务的有关知识、重要句型。

2. The skills to respond to your guests' requests. 满足客人需求的技巧。

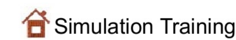
3. Have ability to communicate with guests by related sentence pattern about health and recreation service skillfully. 能够熟练运用有关康乐服务的语句与客人交流。

★ Key Points in the Unit

Health and Recreation Center In The Hotel

- Well-equipped facilities in health and recreation are very important features of many resort hotels. Such as swimming pool, sauna, bowling alleys, billiard room, beauty parlor and gym, tennis courts and golf courses and some other outdoor activities. 对于一些度假型酒店来说，康乐中心的完备的设施是非常重要的。例如游泳池、桑拿、保龄球馆、台球室、美容沙龙、健身房、网球场、高尔夫球场，还有一些其他的户外活动。
- All these activities require the employment of a number of people. Many hotels hire professional athletes to give lessons to the guests in tennis, golf and skiing. Other employees include riding instructors and guides for hikers and campers. Lifeguards are always obligatory at swimming pools. 康乐中心除了雇佣一些服务人员外，还要配备一些专业的运动员在网球、高尔夫和滑冰方面给予指导。还需要一些远足或野营的向导和游泳池的救生员。





Simulation Training

Situational Case



Case 1

At the Health Club

Context: A guest wants to get some information about health center in the hotel.

(S=Staff G=Guest)

G: Excuse me. Is there a Recreation or Fitness Center in your hotel?

S: Yes, we have a Recreation Room.

G: What kinds of activities are available?

S: You can play bridge, chess, mahjong and computer games. We also have a disco hall and some karaoke bars.

G: And do you have Fitness Center?

S: Yes, we have one. It's on the first floor.

G: What facilities do you provide?

S: We have a very well-equipped keep-fit gymnasium with all the latest fitness apparatus, such as race apparatus, spring expander, chest-expander, dumb bells and so on. We also have a very big swimming pool.

G: That's great. I like swimming.

S: By the way, have you heard of our traditional Chinese exercises TaiJi Quan and QiGong?

G: Yes, I have.

S: We have an Exercise Room for TaiJi Quan and QiGong. If you are interested in them you can go and learn from the coach there.

G: Thank you. But I'm afraid I haven't got enough time to learn.

S: We also have sauna, massage service near the swimming pool.

G: Good, I'm tired today. I'd like to go to the sauna and massage service tonight. Thank you for your introduction.

S: You are welcome. Enjoy yourself.

G: Goodbye.

S: Goodbye.



Case 2

At the Bowling Room

Context: A guest is in the bowling room and he asks something about bowling, and the staff in the bowling room tells some rules about playing bowling.

(S=Staff G=Guest)

S: Good afternoon, gentlemen. Welcome here. Can I help you?

G: Could you tell us something about the bowling room?

S: Certainly, sir. There are four lanes in our bowling room. The service hour is from 9: 00 a.m.to 12: 00 p.m., and we charge thirty yuan RMB for one game.

G: There are many regulations about the bowling service in my country. What are yours?

S: Ours is as follows: first, persons in a vest or slippers are not allowed in the bowling room. Second, players should wear special bowling shoes which are available in the bowling room. Third, no food or drink can be brought into the service area. Fourth, no smoking or slippery powder is allowed in the run-up area.

G: I see. Can I take my ten-year-old son with me to the bowling room?

S: I'm sorry, sir. Children under 16 are not allowed to play bowling.

G: I'm afraid we don't have a reservation in advance. Are there any vacant lanes at present?

S: Just a minute, sir. I'll have a check. (After a while) Thank you for waiting. Yes, sir. There is one. It's the fourth lane. Your shoe size, please.

G: Both are 40.

S: Here you are. How many games would you like to play? Is it necessary to enter your names on the video screen?

G: Four games, please. Enter our names, Gray, G-R-A-Y, and Brown, B-R-O-W-N.

S: Very well, sir. Four games, Gray and Brown. Am I correct?

G: Yes, exactly. Then when shall we pay the bill, shall we pay it here?

S: Since you are staying at our hotel, you may sign the bill. The hotel will charge you when you leave.

G: Thank you.

S: Not at all. Please enjoy yourselves. If there's anything else you need, do let us know.

G: Thank you. No problem.





Tips

保龄球起源于德国和荷兰。在公元 4 世纪前，那里出现一种宗教仪式，人们通常在教堂的门厅或门廊里竖 9 根柱子以表示邪恶，用一只球代表正义，教徒们以球击柱，希望求得幸运。到了 16 世纪，荷兰移民将这种 9 柱球游戏带到了美国，由于它具有娱乐性、抗争性和趣味性，很快被人们接受并逐渐由户外转到室内。到 19 世纪中叶，该游戏改为 10 柱球并破天荒地成为“保龄球”，从此跻身大雅之堂。



Case 3

About Sauna

Context: A staff is explaining how to have sauna in the hotel to the guest.

(S=Staff G=Guest)

S: Here are Hotel's sauna rooms (pointing to the notice board). Those who have heart disease or high blood pressure are not allowed to take sauna, for their health's sake.

G: Thank you for telling me this. What should I do next?

S: First, change your shoes to slippers. Then walk up to the changing room to get prepared for a shower. After the shower, step into the wash room with a wooden pail of warm water and birch switches. You are supposed to dip them in the warm water and briskly whisk them over your skin. Then you enter the sauna room you choose.

G: I learn.

S: In the finnish sauna room, there's a stove in the sauna, fired with wood, and on top of the stove a pile of stones, which keep the heat. Throw some water on the stones, and dry steam is given off. In the Turkish sauna room, you are supposed to change the temperature on the thermometer.

G: Why should you have dry steam?

S: That is to step up the blood circulation and produce vigorous perspiration. You'll be sweating bullets. After ten minutes or so it's time to cool off under a shower or go for a quick swim.

G: Sound crazy to me.

S: Actually it's fun. People usually go back into the sauna room three times.

G: What happens then?

S: Then you wash yourself, or rather to be washed. And then you wrap yourself up in your sauna robe. You can have a manicure, a massage or solarium. But that will be charged. You can also take a snack, if you'd like it.

G: I see. Thank you for telling me.

S: My pleasure.





Tips

干蒸浴又称土耳其浴，该浴法起源于东欧，即浴客们围坐在一个木质结构的浴室里，室内设有矿石炉，经通电烧红后，再浇上冷水，由此产生大量蒸汽供客人沐浴。此类浴法具有排汗、促进血液循环、增强新陈代谢的功效，比较适合油性皮肤的人使用。



Case 4

Swimming

Context: A guest wants to swim in the swimming pool of the hotel.

(S=Staff G=Guest)

S: Good morning, sir. Welcome to our swimming pool.

G: Good morning. I'd like to know something about swimming.

S: OK. The temperature in the pool today is about 20 degree centigrade. We change the water of the indoor swimming pool every day.

G: How about the depth?

S: Its depth ranges from one meter to three meters.

G: Oh, I'm a new learner.

S: It doesn't matter. You can borrow a life buoy free of charge. Our safeguards supervise all the exercises and take care of every guest.

G: Then I'm at ease.

S: If you don't swim well, you can swim in the shallow area. If you feel tired, you can relax with soft drinks and some pastries at the poolside bar.

G: You are so kind and careful. I'd like to have a swimming bath now.

S: Here is the key to your dressing cabin.

G: Thank you. How about the swimming suit?

S: We have swimming suit, cap and goggles on show today. You can make a choice.

G: Good, may I have a complete set of them?

S: Of course.

G: I want to start now.

S: Take care and have a good time.

G: Thank you so much.

Common Words

fitness center			健身中心
activity	[æk'tiviti]	*n.*	活跃，活动性，行动
disco hall			迪厅
provide	[prə'vaid]	*v.*	供应，供给
apparatus	[ˌæpə'raitəs]	*n.*	器械，设备



swimming pool			游泳池
hear of			听说
interest in			对……感兴趣
massage service			按摩服务
lane	[lein]	*n.*	跑道，线道
vest	[vest]	*n.*	汗衫，背心
slippery powder			光滑粉
run-up area			准备区
sauna	['saunə]	*n.*	桑拿
high blood pressure			高血压
for one's sake			为了……的利益/缘故
birch	[bə:tʃ]	*n.*	白桦树
thermometer	[θə'mɔmitə]	*n.*	温度计
blood circulation			血液循环
vigorous	['vigərəs]	*adj.*	健壮的
perspiration	[ˌpə:spə'reiʃən]	*n.*	汗水
bullet	['bulit]	*n.*	子弹
centigrade	['sentigreid]	*adj.*	百分度的；摄氏的；摄氏温度计的
		n.	摄氏
safeguard	['seifgɑ:d]	*n.*	防护措施；安全设施
supervise	['su:pəvaiz]	*v.*	监督；管理；指导
shallow	['ʃæləu]	*adj.*	浅的
		n.	浅处；浅滩
pastry	['peistri]	*n.*	糕点
goggle	['gɔgl]	*n.*	护目镜

Notes to the Dialogues

1. You can play bridge, chess, mahjong and computer games. 你可以打桥牌、下象棋、打麻将或者玩计算机游戏。

2. We have a very well-equipped keep-fit gymnasium with all the latest fitness apparatus, such as race apparatus, spring expander, chest-expander, dumb bells and so on. 我们有非常完备和最新的健身娱乐设施，如跑步机、拉力器、扩胸器、哑铃等。

3. You'll be sweating bullets. 你会满身大汗的。



Functional Sentences

为客人提供运动指导和建议

1. You'd better do some stretches before you work out.
   在健身前您最好先做伸展运动。
2. You'd better warm up first.
   您最好先做热身运动。
3. Sit here and pull this bar down to your shoulder.
   坐在这里，把这支杠杆拉到肩膀处。
4. Push it. Give me five more reps.
   加把劲。跟着我再做 5 次。
5. Please wipe off the machines after use.
   使用健身器材后请将它擦拭干净。
6. Do you need some help using that machine?
   您使用那台机器需要协助吗？
7. This exercise is good for your back.
   这个运动对您的背部有益。
8. This exercise will help build your shoulders.
   这项运动能让您的肩膀更有型。
9. Let me tell you a good way to work your abs.
   我告诉您一个训练腹肌的好方法。
10. I would suggest you try a yoga/an aerobics class.
    我会建议您上瑜伽课/有氧运动课。

介绍运动设施

1. Our gym has all the latest exercise equipment, including stair climbers, exercise bikes, and Nautilus machines.
   我们健身房拥有所有最新的运动器材，包括台阶器、运动脚踏车和全身型健身器。
2. There are personal trainers and coaches standing by to show you exactly what to do.
   这有训练指导员和教练做正确的示范，让您知道该怎么做。
3. There is an area for exercise machines, one area for free weights, and a completely separate area for stretching and special classes.
   健身房有一个健身器材区、一个自由重量训练区和一个完全隔开的区域，可以进行伸展操和特殊课程。
4. We offer yoga, Pilates, martial arts, and Tai Chi classes.
   我们有瑜伽、普拉提、武术和太极课程。



Classroom Activities

Activity I Complete the Following Conversations

G: Do you have an ______________________ for Tai Ji Quan and Qi Gong?

S: Yes, ______________________. If you are interested in them you can go and learn from the resident coach there.

G: Thank you. But I'm afraid I have not enough time to learn, because I'm leaving for London tomorrow. By the way, ______________________?

S: Yes, ______________________near the swimming pool.

G: Good. I'm tired today. I'd like to ___________. Thank you for your introduction.

S: ______________________. Enjoy yourself.

G: ______________________.

Activity II Change the Following into English Orally

——晚上好，先生。欢迎光临游泳池。

——晚上好，我想在这里游一个小时。

——好的，先生。

——今天的水温怎么样？

——大约 23℃。

——你们上次换水是什么时候？

——昨天上午。

Activity III Make Dialogues According to the Given Situations

Role-playing 1

A guest in your hotel would like to have a swim. So she asks where the indoor swimming pool is. And she also wants to know something about the facilities and services of the pool. You, as a pool attendant, introduce yourself and lead the way and tell her about the facilities and services of the pool.

Role-playing 2

Mr. Gray goes to a bowling room with his friend. You, who are a bowling room attendant, greet them and explain some rules of playing bowling to them.



Extended Reading

History of Massage

1. Massage may be the oldest and simplest form of medical care. Egyptian tomb paintings show people being massaged. In eastern cultures, massage has been practiced continually since ancient times. A Chinese book from 2700 B.C., *The Yellow Emperor's*



Classic of Internal Medicine, recommends "breathing exercises, massage of skin and flesh, and exercises of hands and feet" as the appropriate treatment for "complete paralysis, chills, and fever." It was one of the principal methods of relieving pain for Greek and Roman physicians. Julius Caesar was said to have been given a daily massage to treat neuralgia. "The physicians must be experienced in many things," wrote Hippocrates, the father of Western medicine, in the 5th century B.C., "but assuredly in rubbing… for rubbing can bind a joint that is too loose, and loosen a joint that is too rigid."

2. Doctors such as Ambroise Pare, a 16th century physician to the French court, praised massage as a treatment for various ailments. Swedish massage, the method most familiar to Westerners, was developed in the 19th century by a Swedish doctor, poet, and educator named Per Henrik Ling. His system was based on a study of gymnastics and physiology, and on techniques borrowed from China, Egypt, Greece and Rome. Physiotherapy, originally based on Ling's methods, was established with the foundation in 1894 of the society of Trained Masseurs. During World War Ⅰ patients suffering from nerve injury or shell shock were treated with massage. St. Thomas's Hospital, London, had a department of massage until 1934. However, later breakthroughs in medical technology and pharmacology eclipsed massage as physiotherapists began increasingly to favor electrical instruments over manual methods of stimulating the tissues.

3. Massage lost some of its value and prestige with the unsavory image created by "massage parlors". This image is fading as awareness of the value and therapeutic properties of massage grow.

4. Massage is now used in intensive care units, for children, elderly people, babies in incubators, and patients with cancers, AIDS, heart attacks, or strokes. Most American hospices have some kind of bodywork therapy available, and it is frequently offered in health centers, drug treatment clinics, and pain clinics.

5. A variety of massage techniques have also been incorporated into several other complementary therapies, such as aromatherapy, reflexology, Rolfing, and osteopathy.

Questions for Discussion

1. Why might massage the oldest and simplest form of medical care?
2. What is the function of rubbing, according to Hippocrates?
3. When was the Swedish massage developed?
4. What kinds of patients were treated with massage during World War Ⅰ?
5. Where is massage used in now?





Exercises

I. Give the terms or phrases according to the meanings.

1. stimulating	A. located inward
2. intensive	B. suitable and fitting
3. appreciate	C. not pleasing in odor or taste
4. awareness	D. of or relating to the hands
5. continually	E. advancing in amount or intensity
6. manual	F. seemingly without interruption
7. unsavory	G. a high standing achieved through success or influence or wealth, etc.
8. prestige	H. rousing or quickening activity or the senses
9. internal	I. having knowledge of
10. increasingly	J. characterized by a high degree or intensity; often used as a combining form

II. Translate the following sentences into English.

1. ××大学第一附属医院拥有先进的医疗设备。
2. 吐纳练习是希腊和罗马医生常用的缓解疼痛的方法。
3. 前厅接待员应在对客服务方面经验丰富。
4. 突破几乎总是诞生于失败之中。
5. 他们想知道这些特性能否融入飞机中。
6. 中国是一个历史悠久的国家。
7. 我们所做的一切都是建立在科学的基础上的。
8. 这间医院直到 1934 年才有按摩科。
9. 您的名字我是熟悉的。
10. 康乐中心提供按摩服务，58 元人民币起。

III. Translate the following sentences into Chinese.

1. Massage may be the oldest and simplest form of medical care.
2. In eastern cultures, massage has been practiced continually since ancient times.
3. It was one of the principal methods of relieving pain for Greek and Roman physicians.
4. The physicians must be experienced in many things.
5. Doctors praised massage as a treatment for various ailments.
6. Swedish massage, the method most familiar to Westerners, was developed in the 19th century by a Swedish doctor, poet, and educator named Per Henrik Ling.
7. His system was based on a study of gymnastics and physiology, and on techniques borrowed from China, Egypt, Greece and Rome.

8. During World War Ⅰ patients suffering from nerve injury or shell shock were treated with massage.

9. Massage lost some of its value and prestige with the unsavory image created by “massage parlors”.

10. A variety of massage techniques have also been incorporated into several other complementary therapies, such as aromatherapy, reflexology, Rolfing, and osteopathy.



Writing

回复客人查询失物的来信

在住宿过程中，客人会因各种原因将物品遗忘在酒店。等回去后发现，就很可能来信查询。收到此类信件后，酒店有关人员应该立即设法查找，切不可拖延。如果找到了，则应迅速复信并把物品归还失主；如果未能找到，也应即时复信，在信中简单明了地介绍查找经过。而后对未能找到失物表示遗憾，并告知客人，酒店将继续留心此事，一旦发现失物，一定物归原主。这样，不仅使客人在心理上得到安慰，而且也提高了酒店的声誉。

Replies to Guests’ Letters Inquiring about Lost Properties

Sample

1. 客人遗失物品，来信查询

23 Oxford Street
London
December 18th, 2012
Dear Sir,

I had the fortune to stay at your esteemed hotel from December 10th to 16th. And my Room No. was 1609. I’m sorry to tell you that I lost my favorite shirt and tie during my stay at your hotel. Would you please look for them and kindly let me hear from you soon?

Yours Sincerely,
(signature)

2. 饭店未找到失物，给客人的复信

Mr. Brown
23 Oxford Street
London
Dear Mr. Brown,

Thank you for your letter of December 18th, 2012. We hope that you enjoyed your stay with us. Regarding the shirt and the tie which you thought you might have left in your room, we regret that despite a diligent search by our housekeeping staff, we have been unable to find them.

All items which have been lost or left behind at the hotel are immediately deposited with our Housekeeping Department, which enters them on their records and will forward them to the owner on



request. We have checked the lists for December 10th to 16th, but unfortunately neither your shirt nor your tie was among the many articles received at that time. We sincerely regret, therefore, that we are unable to assist you.

We hope that this will not have marred your memories of your stay with us and we look forward to welcoming you on any future visits you might make to ××。

Sincerely

(signature)

Practical Writing

Direction: For this part, you are allowed to write *a short essay entitled Replies to Guests' Letters Inquiring about Lost Properties.* You should write at least 150 words according to the information given below.

建议内容如下。

1. 饭店找到失物，写一封给客人的回复信。

2. 在回复他 12 月 18 日的来信中，你们高兴地告诉他，你们在 1609 号房间的衣橱里中找到了他的衬衫和毛衣。你们已经将衬衫和毛衣寄到他在伦敦的常住地址。

3. 他近几天就可以收到。

Unit 20　Shopping Center

Key Points Teaching, Learning & Assessment

☞Subject Description

在酒店中，商场部一般通过货币交易出售商品。商品销售(包括服务)是经营活动的重点，是商场部整个经营活动中最重要的一环。

☞Teaching Objectives

After learning this unit, you will grasp:

1. The related knowledge, important pattern of shopping center. 购物中心的有关知识，重点句型。

2. The basic service procedure of shopping center service. 了解购物中心服务的基本程序。

3. Have ability to communicate with guests by related sentence pattern about shopping center service skillfully, and recommend to guests. 能够熟练运用有关商场服务的语句与客人交流，并能熟练为客人推荐介绍。

★ Key Points in the Unit

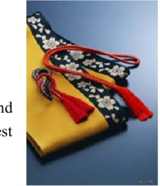
Six Steps to Shopping Center Service

- Greet the customer. 使用礼貌用语招呼顾客。
- Find out what the customer wants. 弄清顾客的购买意图。
- Recommend or introduce to the customer. 向顾客推荐或介绍。
- Praise the article that the guest chooses. 向顾客夸赞所选的商品。
- Tell the customer where and how to pay. 告知顾客付款地点和付款方式。
- See a guest off. 与顾客道别。

Simulation Training

Situational Case

 **Case 1**



Buying Chinese-Style Items

Context: An American guest is standing by a silk counter and looking around with great interest. A shop assistant greets the guest with a smile.



(SA=Shop Assistant G=Guest)

SA: Good afternoon, madam. What can I do for you?

G: Good afternoon. Have you got any fabrics?

SA: Certainly, madam. We have silk fabrics, woolen fabrics, cotton fabrics, as well as synthetic ones.

G: Could you show me some silk fabrics?

SA: Sure, madam. We have got a good selection of them, such as sand-washed silk, satin, brocade, and taffeta. You name it, and we have got it here. You know, Wuxi and Suzhou are famous for silk production. Which do you prefer?

G: Figured satin, please. By the way, I'd like to buy a dress closely related to Chinese culture as a token for my China trip. What do you think will be most suitable for me?

SA: Well, madam. You have a nice figure. Chipaos are currently so popular with young ladies in China. So I think a Chipao will fit you.

G: Chipao? Would you show me, please?

SA: Certainly. How do you like this one? It's made of silk. The black is quite in fashion this year.

G: Ah, that's my favorite color. I like it very much. May I try it on?

SA: Sure, madam. Please come with me to the fitting room.

G: It looks gorgeous, but it's a bit too tight at the waist. What a shame.

SA: What do you think of this one?

G: It's really elegant, but I'm afraid it's still a little tight across the shoulders. I like the style very much and the size fits me nicely. But I wonder if it is colorfast.

SA: Yes. All the garments here are colorfast.

G: How much do you charge for this?

SA: 860 Yuan.

G: My, that's too steep.

SA: It might be a little expensive, but the material is of the best quality, and our workmanship is the best in this city. It's worth every penny.

G: All right.

 **Case 2**

Traditional Chinese Crafts



Context: Mr. Green wants to buy some souvenirs, so he comes to the arts and crafts counter.

(SA=Shop Assistant G=Guest)

SA: Good morning. Can I help you?

G: I wish to buy a porcelain vase made from Jingdezhen, Jiangxi Province.



SA: Please come this way. We have a large collection of vases here. What color and size would you prefer?

G: A medium-sized vase with traditional Chinese painting would be fine.

SA: How about this one? The pale blue background with traditional Chinese designs of flowers and birds.

G: It does look exquisite. I like it. What's the price?

SA: RMB 600.

G: Can you give me some discount on the price?

SA: I'm afraid not. Our prices are fixed.

G: Could you pack the vase and mail it to London for me?

SA: Yes, we can. But we charge extra postage.

G: How much will that be?

SA: Something of RMB 60. The packing will cost an extra of 20 for the special wooden box.

G: That is understood. I will take it. Here is the money. Please send it to this address.

SA: Certainly. Thank you. Here is your change and receipt. Please have a check.



Tips

如果客人购买的是古玩或特别贵重的物品，还需要提醒客人保存好收据或发票，以备海关查验。



Case 3

Chinese Tea

Context: A guest wants to buy some tea in the shopping center of the hotel.

(SA=Shop Assistant G=Guest)



SA: Good afternoon, sir. May I help you?

G: I'd like to have a look at Chinese tea.

SA: We have Oolong Tea, Dragon Well Tea, Anxi Tieguanyin and so on. Which do you prefer?

G: I was told there is a kind of Chinese tea that is called "Vigorous and Graceful Tea". Is that so?

SA: Ah, that's Oolong Tea. It's a high quality green tea mixed with dried jasmine flowers. This kind of tea is fine both in appearance and in taste, and it also has a weight reducing affect.

G: Does it really have any special effect?

SA: Yes, of course. That's why many foreign visitors, especially ladies, come to buy Wulong Tea in order to keep fit.



G: Wonderful. My wife has been gaining weight these days. She is quite annoyed at her figure now.

SA: It is necessary for her to take exercises. But I suggest she also take some Chinese green tea as a must for her daily diet. That's quite effective.

G: Thank you. I'll take five boxes then.

SA: All right, I'll wrap it up for you. Would you please go to the cashier to pay for them?

G: That will be fine. Thank you.

SA: You are welcome.

Tips

龙井茶是我国的第一名茶，产于浙江西湖附近的山中，以龙井村狮子峰所产为最佳，素有“色翠、香郁、味醇、形美”四绝之称。

Common Words

fabric	['fæbrik]	*n.*	织品
a selection of			选择
satin	['sætin]	*n.*	缎子
brocade	[brə'keid]	*n.*	锦缎，花缎
taffeta	['tæfitə]	*n.*	塔夫绸
token	['təukən]	*n.*	纪念品
in fashion			时尚
gorgeous	['gɔ:dʒəs]	*adj.*	华丽的，豪华的
tight	[tait]	*adj.*	紧的
waist	[weist]	*n.*	腰，腰身
elegant	['eligənt]	*adj.*	精致的
steep	[sti:p]	*adj.*	陡峭的，急剧升降的
workmanship	['wə:kmənʃip]	*n.*	手艺、工艺品
souvenir	['su:vəniə]	*n.*	纪念品
vase	[veis]	*n.*	花瓶
exquisite	['ekskwizit]	*adj.*	精美的、精致的
vigorous	['vigərəs]	*adj.*	有力的；精力充沛的
graceful	['greisfəl]	*adj.*	优美的，优雅的；雅致的
jasmine	['dʒæzmin]	*n.*	茉莉；茉莉香料；淡黄色
effective	[i'fektiv]	*adj.*	有效的；起作用的

Notes to the Dialogues

1. We have silk fabrics, woolen fabrics, cotton fabrics, as well as synthetic ones. 我们有丝织品、羊毛织品、棉织品，还有人工合成的织品。

2. You have a nice figure. 您的身材很好。

3. It's worth every penny. 这个物有所值。

Functional Sentences

销售丝绸基本应对

1. We have a wide selection of crofts.
   我们有许多工艺品可供选择。
2. Which do you prefer, hand embroidery or machine embroidery?
   你喜欢哪一种，手绣还是机绣？
3. Among Chinese hand embroidery, Suzhou embroidery is considered the best one.
   在中国的手绣之中，苏绣被认为是最好的一种。
4. The double-faced embroidery in different colors and in different designs is the most appreciated.
   双面异色异样绣是最令人欣赏的。

销售珠宝基本应对

1. We can assure you all the wares here are dependable.
   我们可向您保证这里的所有商品都很可靠。
2. This kind of bracelet is one of our best-selling items.
   这种手镯是我们柜台的热销货。
3. We have various kinds of necklaces, such as solid gold necklace, diamond necklace, 14K gold necklace, amber necklace and so on.
   我们有各种各样的项链，如纯金项链、钻石项链、14K 金项链、琥珀项链等。

销售书画基本应对

1. Seal cutting is a typical Chinese traditional art.
   印章篆刻是典型的中国传统艺术。
2. The essence of seals lies in the design and the carving skill.
   印章的关键在于款式和雕刻技能。
3. Its history can be traced to 1 500 years ago.
   它的历史要追溯到 1 500 年前。





Classroom Activities

Activity I Complete the Following Dialogues

Selling Chinese Tea

Context: A guest is looking for some local specialties as a gift to his parents who are fond of Chinese culture.

(SA=Shop Assistant G=Guest)

SA: Good afternoon. Can I help you?

G: Yes, ______________________(我正为我的父母找一些当地的特色产品。) They are fond of Chinese culture.

SA: Then I would suggest some Chinese tea.

G: What kind of tea do you have?

SA: ______________________ (我们有红茶、绿茶、龙井茶、乌龙茶等。)

G: What would you recommend me?

SA: What about some green tea, sir. And ____________________ (龙井茶是一种知名的茶品。)

G: What else have you mentioned? Black tea?

SA: Yes. For black tea, the distinguished brand is Oolong tea. __________________ (越来越多的外国游客，尤其是女士，喝乌龙茶来保持身材。)

G: Well, I'd like some of both. What are the price?

SA: They each cost RMB 260 per kilo.

G: One kilo of Long Jing and one kilo of Oolong.

SA: ______________________(共计 520 元，先生。)

G: Here is RMB 600.

SA: Thank you. ______________________ (这是您的零钱和收据，)sir. Have a good day.

Activity II Discussion Topics

(1) What do we often find at a hotel shopping center?

(2) Can you describe the "cloisonne"?

(3) What does "china" mean?

(4) Would you please list some specials in China?

Activity III Make Dialogues According to the Given Situations

Make up your own dialogue and tell the guest that you will help him. Remember to use your social skills and be as polite as possible.

Role-playing

(1) Introduce Chinese paper cutting.



(2) You are a shop assistant. You are now discussing with a customer about her preference for light colors.

(3) Change a loose-fitting(宽松的) sweater for a tight-fitting(紧身的) one.

(4) An American woman is looking for a baby's dress. A shop assistant shows her the samples and explains the quality, size and styles.

(5) Give suggestions and advices to silk buyer.



Extended Reading

Create Shopping Paradise

1. Millions of foreigners and overseas Chinese visit China every year on business, for sightseeing or exchanges in the fields of economy, trade, sports, science, and culture. Many of them return home loaded with souvenirs and gifts. In fact, there cannot be many people who could manage to stay in China and not be tempted to do any shopping. China offers a dazzling range of goods from antiques, jewelry, Chinese paintings and calligraphy to chopsticks, garments, foods, Chinese patent medicines and tonics, to name just a few. In fact, shops are becoming one of the pillars that support China's hotel industry. They have been adding much to the convenience and pleasure of guests and to the financial success of the hotel.

2. Arts and crafts are the main products of a hotel shop, which have become the favorite goods as well as eye-openers to foreign and domestic buyers. The jade caving is characterized by its distinct national style of simplicity, gracefulness and delicate lucidity. The cloisonne, which enjoys a high reputation at home and abroad, are beautiful and elegant in modeling, splendid and graceful in design and brilliant in colors. Lacquer ware, multifarious in kind and exquisite in workmanship, is noted by elegant modeling, beautiful figuration, and lustrous color. Porcelain is perhaps the greatest invention of the Chinese people. The chinaware made in Jingdezhen—the capital of porcelain—is known to be "as white as jade, as thin as paper, as bright as mirror and as melodious as 'qing' (an ancient Chinese musical instrument)". Silk products and embroidery, exquisite in workmanship, multifarious in patterns, harmonious in color scheme, and distinctive in national style, are really good buts in China.



3. Many tourists are also interested in some special local crafts such as clay figurines, sandalwood fans, paper-cuttings, theatrical masks, kites, shell-carvings, etc. All in all, China is not only a country with a long history of culture and art, but also a shoppers' paradise. Shouldn't we help our guests take home more happy memories and more keepsakes?

4. All this creates great opportunities for hotel shops. In order to meet the increasing



shopping needs of the customers, the staff should not only be familiar with the goods, the price and the customers, and have a clean and pleasant appearance and a good command of job-procedures, but also have a correct attitude toward serving the guests wholeheartedly. "Try to make every customer feel at home and feel the value of every coin they spend." This is the lifeline of the hotel shop, and of the whole hotel industry.

Questions for Discussion

1. Why do overseas tourists like to buy souvenirs on their China tour?
2. What are the main products of a hotel shop?
3. What kinds of arts and crafts are introduced in the article?
4. What is Jingdezhen?
5. What is the lifeline of the hotel shop?



Exercises

I. Give the terms or phrases according to the meanings.

1. simplicity	A. one of a pair of slender sticks used as oriental tableware to eat food with
2. fan	B. a reminder of past events
3. appearance	C. the quality of being simple or uncompounded
4. workmanship	D. having great beauty and splendor
5. souvenir	E. having many aspects
6. chopstick	F. skill in an occupation or trade
7. splendid	G. a device for creating a current of air by movement of a surface or surfaces
8. multifarious	H. outward or visible aspect of a person or thing
9. reputation	I. without reserve; without reservation
10. wholeheartedly	J. the state of being held in high esteem and honor

II. Translate the following sentences into English.

1. 景泰蓝造型大方，古雅浑朴，在国内外享有盛誉。
2. 玉雕的特点在于鲜明的民族风格、优雅大方、玲珑剔透。
3. 中国瓷器以其技艺精湛、种类丰富、民族风格独特而闻名。
4. 剪纸是中国最古老的民间艺术之一。
5. 总之，中国不仅是具有悠久的文艺历史的国家，而且是一个购物天堂。
6. 我想买中国的传统画。
7. 这件商品有点贵，但价格还算公道，做工和技巧水准很高。
8. 我想给朋友买礼物，您能给我推荐吗？
9. 您喜欢这幅复制品吗？
10. 我们有很多品种的礼物。



III. Translate the following sentences into Chinese.

1. In fact, there cannot be many people who could manage to stay in China and not be tempted to do any shopping.

2. In fact, shops are becoming one of the pillars that support China's hotel industry. They have been adding much to the convenience and pleasure of guests and to the financial success of the hotel.

3. Shouldn't we help our guests take home more happy memories and more keepsakes?

4. The staff should not only be familiar with the goods, the price and the customers, and have a clean and pleasant appearance and a good command of job-procedures, but also have a correct attitude toward serving the guests wholeheartedly.

5. Try to make every customer feel at home and feel the value of every coin they spend.

6. Good afternoon, I want to buy some famous Chinese tea. Could you show me some?

7. Tea can lower blood pressure.

8. Do you need a paid plastic bag?

9. So many people are here at the moment, I am afraid you have to queue up.

10. The checkers are very busy at the moment. You have to queue up.



Writing

请柬

饭店在接待会展服务时，受会议主办方的委托要邀请媒体或社会要人参加开幕或闭幕仪式，一般采用请柬的方式。下面介绍如何写英文请柬。

1. 将大写的“INVITATION”写在顶端中央。

2. 正式的请柬中，行文用第三人称。

3. 请柬内容应包含时间、地点、被邀者、邀请的原因，其形式较为固定。

(1) 时间：要尽量详细、准确，应写明日期、星期几和具体时间。

(2) 地点：也要详细、准确，以防客人不熟悉活动地点，可以在请柬背面附上地图。

(3) 被邀请人的姓名：一定要写全称，不得使用简称。例如，“Mr. John Black”不得写成“Mr. Black”。

(4) 邀请的原因：请柬中要说明邀请出席活动的性质或原因。

4. 要求及注意事项：如果要求给予答复，在请柬左下角注明“请回复”(R. S. V. P)；或者“如若不能出席则请回复”(Regret Only)。服装若有要求，写明 Dress (Formal/Informal)，即“着装(正式/非正式)”，便装(Casual Wear)等。



Invitation Card

Sample

INVITAION On the occasion of The Days Hotel Anniversary Celebration The Organizing Committee requests the pleasure of Mr. and Mrs. Henry Milton presence at the Opening Ceremony on Sunday, April the fifteenth Days Hotel at nine o'clock a.m. R. S. V. P.

注释：

(1) On the occasion of … 值……之际。

(2) …requests the pleasure/honor of your presence at a reception to be held…

恭请您大驾光临于……举行的招待会。

类似的表达法有：…requests the pleasure of their company at a dinner party…

(3) R. S. V. P.：repondez s'il vous plait (=please reply) 请赐复(正式请柬用语)。

Practical Writing

Directions: For this part, you are allowed to write *an Invitation Card*. You should write at least 50 words according to the information given below.

建议内容如下。

1. 为庆祝某酒店集团成立 8 周年，请你以该集团董事会的名义向客户发出举行招待会的请柬。

2. 要求着装正式，招待会的时间和地点由你定。

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